

# Clients' rights policy

## Purpose

This policy explains how we provide a service that promotes our clients' legal and human rights and enables them to exercise choice and control according to their individual and cultural needs and preferences.

## Scope

This policy applies to all RIDBC employees, contractors and volunteers.

## Policy

As part of their legal and human rights, RIDBC clients have the right to:

### **Person centred service**

- Our clients' needs come first: we ask what they need from our services and develop individual service plans with them.
- We treat our clients with respect, dignity and courtesy. This includes respecting and supporting their culture, diversity, values, beliefs and decisions without discrimination.
- We acknowledge our client's right to be supported by a certified or trained assistance animal and to have their animal involved in their therapy or appointment.

### **Informed choice, decision making and control**

- We give information and support to clients to understand and exercise their rights to be in control and make independent informed choices about their services. This includes respecting the 'dignity of risk' that might come with client choice.
- We work with each client to develop and implement an individual plan that identifies and builds on their strengths, aspirations and goals.

### **Receive quality services**

- Our services must be relevant, evidence-based and deliver best practice.
- We promote, uphold and respect clients' legal and human rights in our services.

### **Receive timely information in their preferred formats and mode of communication**

- This includes offering interpreting services and providing materials in accessible formats.

### **Privacy and confidentiality**

- Our services respect and protect our clients' dignity, confidentiality and right to privacy.
- We only collect the personal information we need to provide services and meet legal requirements.
- We protect clients' personal information in line with relevant legislation and ask for their consent to use their information as needed.

### **Feel safe**

- Our services are free of violence, abuse, neglect, exploitation or discrimination.
- We screen potential team members for their suitability to work with vulnerable people before they start work with us.
- Team members must identify and respond to indicators that children and vulnerable people are experiencing harm or are at risk of experiencing harm.

### **An advocate**

- We encourage and help our clients to engage another person to speak or act on their behalf to support their choice and control.

### **Have their feedback valued and acted on**

- We encourage our clients to give us feedback, whether complaints, compliments or suggestions so we can improve our services.
- We provide a supportive environment for giving and receiving feedback and we make sure there are no negative consequences for people who give us feedback.

### **Be supported through their journey with us**

- We deliver quality services and link clients to appropriate RIDBC services and to our partners to help clients fulfil their potential.
- We give our clients time to consult, consider and review their options at each stage of their journey with us.
- We help clients engage with family, friends and community as directed by them.

## References

Diversity policy

Individual outcomes policy

Privacy and confidentiality policy

Child protection policy

Advocacy policy

Feedback policy

## Definitions

<b>Term</b>	<b>Definition</b>
Client	Includes the client's support team, such as family, guardians or advocates.
Dignity of risk	Each person's right to make the choice to take risks.