



CLIENT RIGHTS

Allowah is committed to developing an organisational culture that supports the legal and human rights of clients and their families and ensures they are able to exercise those rights as outlined in relevant legislation.

Allowah understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

The following are the rights clients should expect to have upheld when accessing disability support services at Allowah, acknowledging that sometimes the client will be a child or a child with a disability that precludes them from exercising their rights in which case their parent/carers can expect to have the following upheld on behalf of their child.

Information

Clients will be provided with information and support to understand and access their legal and human rights.

Choice, Decision Making and Inclusion

Clients receive a service that maximises their choices for social participation and cultural inclusion.

Clients have the right to make decisions and when that's not possible, the right to assisted or substitute decision making in line with their wishes and/or best wishes.

Clients receive encouragement and support to access advocacy services.

Clients have the right to give consent for medical treatments and interventions.

Clients have the right to participate in the development and review of policies and processes that promote equality and upholding human rights.

Clients will have their rights and choices acknowledged in relation to nutritional and behaviour management practices.

Clients will receive support to make decisions about how they connect with their chosen community.

Clients will receive support to find opportunities for active and meaningful community participation.

Clients will receive information about supports and services in the local community to enable them to achieve goals and minimise barriers to participation.

Clients have the right to be at the centre of decision making and to have, as much as possible, responsibility for decisions which affect them.

Clients will receive support to determine the involvement of family, carers and advocates in planning and decision making processes.

Clients will receive a service that respects the views of family and carers with the person with the disability having the final say in decision making.

Clients will receive a service with innovative and flexible response to support for decision making.

Clients will receive support and assistance to enable the person, their family, carer or advocate to make a decision before a substitute decision maker is engaged.

Clients can expect collaboration to develop a plan which builds on their strengths and goals.

Clients will receive support to develop, review and adjust a plan as circumstances or goals change.

Clients will receive recognition of the importance of risk taking and support to assess benefits and risks of available options.

General rights

Clients will receive a service in an environment free from discrimination, abuse, neglect and exploitation.

Clients will receive a service that encourages self-protective strategies and behaviours.

Children with disability are acknowledged to have the same rights and freedoms as all other children.

Clients should engage with employees who model respectful and inclusive behaviour when delivering services.

Privacy and confidentiality

Clients have the right to privacy and have personal details dealt with in an ethical and confidential manner in line with legislation.

Complaints

Clients have the right to access appropriate reporting processes including notification of external authorities for incidents of alleged or known discrimination, abuse, neglect or exploitation.

Clients have the right to appropriate support when raising allegations of discrimination, abuse, neglect or exploitation.

Clients have the right to be informed of their right to complain and support to resolve issues.

Clients have the right to a safe environment in which to make a complaint.

Clients can expect no negative consequences for making a complaint.

Clients will receive support for participate in the complaint handling process.

Clients have the right to have complaints handled in a manner that protects privacy and respects confidentiality.

Clients have the right to fair and timely resolution of complaints.

Clients have the right to be kept informed during the complaint process.

Clients have the right to be informed of the right to complain to an external body.

Clients have the right to access to meaningful information about the complaints policy and process.

Clients have the right to a chosen support person to assist during the complaints process.

Clients have the right to be supported in a culturally meaningful way to help them understand the complaints process.

Clients have the right to determine how, when and where the complaint is made.

Clients have the right to nominate a key person at the organisation for handling the complaint.

CONTACT DETAILS

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