



Client Rights

Policies & Procedures

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CLIENT RIGHTS

Scope

When

- Applies to supports and services provided to all clients

Who

- Applies to all representatives including the Management Team, employees, contractors, and volunteers

Purpose

123 Support Services supports and embraces the principles and objectives of the National Disability Insurance Scheme Act 2013 (Qld) and other relevant legislation recognising the rights of all clients. Client's rights set a clear context for how our supports and services are provided.

All clients have the right to:

- Receive person-centred supports
- Have individual values and beliefs respected
- Privacy and dignity
- Independence and informed choice
- Be free from violence, abuse, neglect, exploitation, or discrimination

Client rights at 123 Support Services

Client rights at 123 Support Services include:

- The right to be treated and accepted as an individual by all employees
- The right to access supports free from violence, abuse, neglect, exploitation, or discrimination
- The right to develop personal independence, personal choice and personal responsibility
- The right to privacy in personal space, records, possessions, relationships and communications including their right to intimacy and sexual expression
- The right to have access to all documents and records relating to them
- The right to be consulted and make informed decisions about daily living arrangements
- The right to obtain assistance outside 123 Support Services, including the services of an advocate to assist in decision making and implementing grievance procedures
- The right to choose a medical practitioner, dentist, therapist and other services as needed
- The right to be treated with dignity and respect, and without harassment, abuse, or neglect, including the right to have religious, cultural, sexual and emotional needs and preferences accepted and treated with respect
- The right to control personal finances and possessions and to receive assistance and training to do so
- The right to understand the financial commitments associated with being a client of 123 Support Services

- The right to care for themselves to the best of their ability, and the opportunity to learn skills to become independent
- The right to receive services that are:
 - Person-centred, which uphold and respect their legal and human rights including dignity of risk
 - Appropriate to meet expressed and/or assessed needs within the limits of available resources
 - Respectful of their culture, diversity, values and beliefs
 - Presented in a sensitive manner
 - Of the highest standard possible with the resources available
 - Up-to-date, comprehensive and accessible
 - Available within a reasonable time frame

Further Advice or Assistance

Further advice and information can be obtained from the:

- » 123 Support Services administration staff:
 - by phoning: 07 4361 6848;
 - by emailing: admin@123supports.com
- » NDIS Quality and Safeguards Commission (<https://www.ndiscommission.gov.au>)

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.