



Client Rights and Responsibilities Policy

Policy Statement:

Clients are the focus of Northern Rivers Community Gateway (Community Gateway) and it is important their rights are acknowledged and promoted at every opportunity. As service users however, clients also have responsibilities to the agency which they should be made aware of.

Procedure:

As part of intake and assessment, clients will be provided with information on their rights and responsibilities, including their rights to privacy and confidentiality.

For adults, this is summarised in Community Gateway's *Your Rights and Responsibilities, Privacy and Feedback* handout, to be printed from SharePoint and supplied to clients during their intake process.

Our *Charter of Commitment to Child Safety and Wellbeing* is to be displayed in public areas to inform young clients, parents and carers and the broader community. Also display the age-appropriate feedback poster *Tell us what you think*. Print from SharePoint.

Client Rights:

We are committed to providing quality services in a safe and friendly environment. Clients have a right to:

- Care, dignity and respect from our staff.
- Privacy, confidentiality and independence.
- Receive services that respond to their social, cultural and physical needs.
- Information about our services.
- Access to information we keep about them.
- Make a complaint.
- Refuse services.



Client Responsibilities:

Clients have a responsibility to:

- Treat other service users and our staff with care, dignity and respect.
- Respect the privacy and confidentiality of others.
- Not be under the influence of alcohol or illicit drugs when visiting our premises.
- Uphold their appointments with us and inform us if they are unable to attend.
- Raise any concerns or complaints they have about us.

Key additional information:

You should also refer to these procedures:

- Client Records policy
- External Complaints policy
- Privacy and Confidentiality policy.

Advocates:

An advocate is a person who, with the authority of the client, represents the client's interests. Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

Advocates will be accepted by Community Gateway as representing the interests of the client. Advocates may be used as part of assessments, reviews, feedback, complaints or for any other communication between the client and Community Gateway.

Clients wishing to use an advocate should inform Community Gateway in writing of the name of the person they wish to negotiate on their behalf.

The client has the right to change their advocate at any time and should inform Community Gateway in writing of any change.

Staff should ensure clients are aware of their right to use an advocate and should regularly remind clients of this option.

In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.



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Related policies and procedures

- *Access Intake and Equity* policy
- *Case Planning* policy
- *Case Conference* policy
- *Case Plan Implementation and Coordination* policy
- *Client Records* policy
- *Diversity and Inclusion* statement
- *External Complaints* policy
- *Evaluation Exit and Re-entry* policy
- *Human Rights* policy
- *Linking and Referral* policy
- *Privacy and Confidentiality* policy
- *Service Agreement* policy

Related legislation and resources:

- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Anti-Discrimination Act 1991
- Australian Human Rights Commission Act 1986
- Children's Guardian Act
- Children and Young Persons (Care and Protection) Act 1998
- Community Services (Complaints, Review and Monitoring) Act 1993
- Community Welfare Act 1987
- Disability Discrimination Act 1992
- Health Records and Information Privacy Act 2002
- Privacy Act 1988
- Sex Discrimination Act 1984

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