

[Click here for Easy Read Version.](#)

1.0 PURPOSE

The purpose of this Policy is to outline Autism Queensland's (AQ) commitment to supporting the legal and human rights of its clients and ensure they are able to exercise those rights outlined in relevant legislation.

For the purpose of this document, 'clients' may refer to the parents, guardians or carers of clients, or other service users such as organisations.

2.0 SCOPE

This Policy applies to all AQ employees and all clients who access services provided by AQ. A reference to "employees" includes permanent, fixed-term, temporary and casual employees, directors, contractors, volunteers and other representatives acting on behalf of AQ in any capacity.

3.0 POLICY

AQ clients have the right to:

- a) choice;
- b) be treated with dignity and respect;
- c) respect for their religious and cultural beliefs;
- d) consideration as a valued member of the community;
- e) be heard and supported to make informed decisions;
- f) receive specific individualised support;
- g) receive sufficient and relevant information about the supports provided and terms of use;
- h) information on how to lodge a complaint if they are unhappy with any aspect of the service;
- i) have complaints dealt with fairly and promptly;
- j) privacy;
- k) be safe and feel safe.
- l) seek advice and support from an independent advocate. You can search for an independent advocate here: <https://askizy.org.au/>

AQ understands and supports the principles of fairness and human rights in all aspects of service delivery. AQ will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation. AQ promotes open and transparent dealings with clients, respecting the client's right to choice and control of supports provided, fair and equitable access to excellent services which are person-centred and consumer-driven, and which aim for a life of participation, opportunity and choice for autistic people.

AQ has a Quality Management System in place to ensure the safety and wellbeing of clients, legislative compliance and continuous improvement.

AQ has policies and procedures in place to ensure clients and their concerns are managed fairly and without prejudice.

4.0 RELATED DOCUMENTS

Legislation

- Anti-Discrimination Act 1991 (Qld)*
- Australian Human Rights Commission Act 1986*
- Child Protection Act 1999 (Qld)*
- Disability Discrimination Act 1992 (Cth)*
- Disability Services Act 2006 (Qld)*
- Disability Services Regulation 2017 (Qld)*
- Education (General Provisions) Act 2006 (Qld)*
- Education (Accreditation of Non-State Schools) Act 2017 (Qld)*
- Human Rights Act 2019 (Qld)*
- National Disability Insurance Scheme Act 2013 (Cth)*
- Privacy Act 1988 (Cth)*
- Racial Discrimination Act 1975 (Cth)*
- Sex Discrimination Act 1984 (Cth)*

Standards and Principles

- Australian Privacy Principles
- Child Safe Organisations National Principals
- National Disability Standards (Cth)
- NDIS Quality & Safeguarding Framework

NDIS Modules and Practice Standards

Core 1: Rights and Responsibilities

- 06 Person-Centred Supports
- 07 Individual Values and Beliefs
- 09 Independence and Informed Choice
- 10 Violence, Abuse, Neglect, Exploitation and Discrimination

Core 2: Governance and Operational Management

- 14 Information Management
- 15 Feedback and Complaints Management

Core 3: Provision of Supports

- 22 Responsive Support Provision

Module 3: Early Childhood Supports

- 56 The Child
- 57 The Family
- 58 Inclusion
- 59 Collaboration

Internal

- Child Protection (Non-School) Procedure
- Child Protection (School) Procedure
- Child Safeguarding Policy
- Client Diversity and Inclusion Policy
- Client Individual Planning Policy
- Client Protection (Adult) Procedure
- Client Safeguarding (Adult) Policy
- Client Safety Management Guidelines
- Code of Conduct
- Conflict of Interest Policy
- Complaints & Feedback Management Policy and Procedure (incl Easy Read)
- Community Services Model of Service Delivery
- Privacy Policy (incl Easy Read)
- School Complaints & Feedback Management Guidelines

Document Name	Clients' Rights Policy		Document Type	Policy	
Document Approver	Manager Client Safety & Wellbeing		Version	V 3.2	
Date Created	July 2016	Date Published	February 2024	Next Review Date	February 2026