

Clients' Rights Policy

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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.

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Clients have the right to access an independent advocate of their choice to support them to understand, express, and protect their rights, including during decision-making, complaints, or reviews. Clients can find and access independent advocacy services by visiting the Ask Izzy website (askizzy.org.au), where they can search for advocacy support in their local area, including disability-specific advocacy services, at no cost.

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 (Cth)

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)

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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

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

Core 3: Provision of Supports

- 22 Responsive Support Provision

Module 3: Early Childhood Supports

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

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

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