

RIGHTS POLICY

Hands & Feet is committed to upholding the human and legal rights of their clients, workers and contractors. Each client has both legal and human rights and they can expect to have these rights respected by the organisation, contractors and by the individual workers.

This applies to all workers, contractors, volunteers and clients.

Hands & Feets' rights policy includes sections on the following areas:

- Discrimination, Harassment, Abuse & Neglect
- Decision Making & Choice
- Individual Planning
- Advocacy & Support
- Service Access
- Privacy
- Children & Young People
- Feedback & Complaints

Hands & Feet have a number of policies and procedures in place to help protect the rights of our clients.

Discrimination, Harassment, Abuse & Neglect

You have the right to receive a service free from Discrimination, Harassment, Abuse & Neglect.

- The law says that the staff at the Hands & Feet have to treat you as well as anyone who doesn't have a disability.
- This means that you can expect that Hands & Feet staff will treat you with respect and dignity.
- It means that Hands & Feet strive to create a safe service for you.

Hands & Feet is committed to providing safe and supportive work environments where diversity is valued and everyone is treated with respect, fairness and dignity. Discrimination, sexual and other forms of harassment, bullying, violence and threatening behaviours are unacceptable. (Refer to Discrimination, Harassment, Abuse & Neglect Policy)

Decision Making & Choice

You have the right to make your own decisions.

- You have a right to make your own decisions about what sort of support you get from Hands & Feet.

- You have a right expect Hands & Feet staff to give you information in a way that you can understand, so you can make a decision about what sort of support you want.
- You have a right to get support, if you need it, to help you make decisions.
- You can get this support from someone you trust.
- If the Hands & Feet organise for someone to support you, but you are not happy with the person, you should tell Hands & Feet staff that you want someone else to help you instead.
- Anyone who supports you to make decisions about your services should always respect your choices. They should never take over. It's YOUR decision.

Hands & Feet recognises their role in helping to improve the quality of life of their clients through facilitating and encouraging clients to maintain control over the decisions that affect their lives. (Refer to Decision Making & Choice Policy)

Individual Planning

You have the right to be treated as an individual.

- The NDIS says that you should get the support you need.
- This means you have a right to the support that will help you meet your goals in life.
- It means you have a right to the support that will help you be part of the community.
- If Hands & Feet staff don't agree with you about how you want to meet your goals or be involved in the community you are able to make a complaint.

Hands & Feet believes in person centered planning, which is used in order to help our clients to achieve their goals by focusing on them as an individual and personalising our services to suit them. (Refer to Individual Planning Policy)

Advocacy & Support

You have the right to an advocate.

- It is a good idea to have an advocate with you when you are talking with people from your service provider.
- You can choose who your advocate should be.
- Your advocate should be someone you trust.
- Your advocate should be someone who will help you understand your rights.
- Your advocate should be someone who will help you stand up for your rights.

Hands & Feet recognises their role in helping to improve the quality of life of their clients through advocacy and support. This occurs both through the advocating on the clients behalf and helping them to access the necessary services to help them improve their quality of life. (Refer to Advocacy & Support Policy)

Service Access

You have the right to fair treatment while accessing services.

- The law says that the staff at the Hands & Feet have to treat you as well as anyone who doesn't have a disability.
- This means that everyone has equal rights to accessing services.

- This means that you have a right to have everything explained to you in a way that you understand.
- It means that you have a right to take extra time to make decisions, if you need it.
- It means you have a right to have a friend or advocate support you whenever you need it.

Hands & Feet is committed to maximising access to our services for everyone within our agreed target group. We provide equal access for people who need our services and endeavour to optimise access to our services and activities within available resources. (Refer to Service Access Policy)

Privacy

You have the right to have your information kept private.

- The law says that you have the right to know why we store your information and how we will be using it
- You are able to correct any incorrect details
- You are able to view your personal information that we have collected
- You are able to make a complaint if your information has been misused

Hands & Feet is committed to a privacy policy that safeguards the privacy of client and complies with its obligations under the *Privacy Act 1998*. Hands & Feet understands the need for confidentiality when using clients data. (Refer to Privacy Policy)

Children & Young People

You have the right to participate in our programs to have a safe and happy experience.

- Hands & Feet staff working with clients under the age of 18 are required to follow child safe practices
- The law says that children have the right to access services free from abuse and neglect.
- This means that Hands & Feet will create a safe environment for children
- This means that all Hands & Feet staff will abide by our child safe policy

This policy guides staff and volunteers on how to behave with children in their supervision. This policy focuses on how we can promote kid's participation in our organisation and make it safe for them. (Refer to Child Safe Policy)

Feedback & Complaints

You have a right to make a complaint if you disagree with decisions the NDIS makes

- If you are not happy with a decision made by the staff at the Hands & Feet, you can make a complaint.
- If you are not happy with how the staff treat you at Hands & Feet, you can make a complaint.
- When you make a complaint, you should first tell the staff at Hands & Feet. They then should listen to your complaint and decide what to do next.
- If you don't agree with how they respond to your complaint, you can then go to an outside agency.
- If you want to make a complaint about anything to do with the NDIS, you should ask an advocate to help you.

Hands & Feet is committed to handling and resolving feedback & complaints in a confidential, fair and timely manner.

If an individual knows or believes that their rights have not been upheld, they are able to make a complaint (Refer to Feedback & Complaints Policy), otherwise they can contact the NDIS Coordinator for more details.

Feedback@handsandfeet.com.au

If a staff member has reasons to believe that a child or young person is being abused they are required to report to the NDIS Coordinator to follow up in accordance with our child safety policy.

Related documents

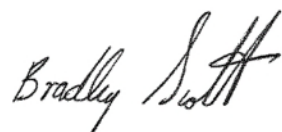
Discrimination, Harassment, Abuse & Neglect Policy
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Child Safe Policy
Feedback & Complaints Policy

Resources

Human Declaration of Human Rights
NSW Disability Service Standards

Policy Review

This policy should be reviewed in 12 months.
The next review date is 01/02/2019



1 May 2019

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Signed: Bradley Scott – General Manager

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Date