



Client Rights & Responsibilities

POLICY & PROCEDURE

Policy Version 1.0

Category: Administrative *(Required by Legislation)*

Adopted: January 2022



Client Rights & Responsibilities Policy & Procedures

Policy Statement

The Winton Shire Council (WSC) believes in the inherent human and legal rights of all of our Clients and promote an organisational culture that respects and protects human rights consistent with the *Human Rights Act 2019*.

The Human Services Quality Framework team are committed to upholding these rights, ensuring that our Clients are made aware of them and know how to exercise their rights.

Council will continue to build on known strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes in relation to the services provided by our Human Services Quality Framework team.

Scope

This Human Services Quality Framework (HSQF) policy and procedure applies to Council's HSQF team members, Service Providers and Volunteers.

Council's HSQF services include:

- Youth / Sports / Recreation
- 60 & Better
- Family Support

This policy and procedure applies also to Council's Clients who use the HSQF services provided by the HSQF team members, volunteers and other Council Service Providers.

Human Services Quality Standards:

The Human Services Quality Framework (HSQF) is underpinned by a commitment to efficient and effective business operations that result in quality outcomes for clients. The framework contains six Human Services Quality Standards:

Standard 1 — Governance and management

Standard 2 — Service access

Standard 3 — Responding to individual need

Standard 4 — Safety, wellbeing and rights

Standard 5 — Feedback, complaints and appeals

Standard 6 — Human resources.

The standards have been developed to include the core components of quality standards used in disability, child safety, community and community care services and are based on the following principles.

Respecting human rights — services are planned and delivered in a manner that respects the individual's human rights, in keeping with the United Nations Universal Declaration of Human Rights.

Social inclusion — services are planned and delivered to promote opportunities for people to be included in their community.

Participation — people using services are included in decision-making about the service they receive.



Choice — people using services are provided with the opportunity for choice regarding the service they receive and where and how they receive it, within available resources.

https://www.qld.gov.au/data/assets/pdf_file/0017/55214/human-services-quality-standards.pdf

Definitions

Client – A person who receives approved services from a service provider

Council – Winton Shire Council

HSQF – Human Services Quality Framework

NDIS – National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability.

Procedure

General Responsibilities

Management shall ensure that the HSQF team adopt a Client decision-making approach in relation to the services they provide. Management shall ensure the establishment and delivery of safe service outcomes to all Clients, by trained and experienced HSQF team members. Management shall ensure that each Client is provided services that are:

- Best practice
- Tailored to the Client's needs
- Optimises the Clients health and well-being

The HSQF team shall follow the requirements of this policy/procedure and where possible, participate in development opportunities, and deliver safe services that address the Client's HSQF needs.

Council encourages Clients to provide input into and feedback on the Council HSQF services they utilise.

Client Rights

The HSQF was developed by the Queensland Government and comprises a number of principles including:

- **Respecting human rights** – services are planned and delivered in a manner that respects and takes into account the individual's human rights, in keeping with the United Nations Universal Declaration of Human Rights and the Human Rights Act 2019.
- **Social Inclusion** – services are planned and delivered to promote opportunities for people to be included in their communities.
- **Participation** – people using services are included in decision-making about the service they receive.
- **Choice** – people using services have the opportunity to make choices about the services, and where and how they receive them, within available resources.

Council's HSQF team shall ensure that Clients are aware of their rights and responsibilities. This information will be provided to each Client on intake and in ongoing reviews by the HSQF team members.

The Clients rights include:

- Receiving services from the HSQF team in Winton of the Clients choosing.



- Receiving services that are appropriately qualified and safe.
- Being treated with respect, dignity and consideration by all employees involved in the HSQF services provided by Council.
- Be informed by the HSQF team of any other services relevant to that of Council's.
- Having the right to privacy and confidentiality of personal information.

Client Responsibilities

Clients have the right to comment and address with Council's HSQF management any concerns they may have in relation to the services they receive under the Council HSQF program/s.

If the Client is not satisfied with the service they receive, the first step is to work with the service provider to resolve any issues.

Clients are responsible for the following:

- Treating the HSQF team, other employees and Clients with respect and courtesy.
- Disclosing relevant medical information about themselves to the HSQF management team.
- Actively and positively participating in the service they have signed for.
- Attending appointments relevant to the service of the Clients choosing. If appointments cannot be kept, Clients must notify the HSQF team as soon as possible.

Communication

- Council's HSQF team shall have access to this policy/procedure.
- The HSQF team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall read and understand this policy/procedure at the time of their employment and orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant HSQF team members.

Enforcement

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

Related Council Documentation

- Feedback and Complaints Policy and Procedure WSC-HSQF-POL-006
- Client Privacy and Confidentiality Policy WSC-HSQF-POL-012
- HSQF Risk Register
- School Holiday Program – Agreement (Form) WSC-HSQF-FRM-001
- Risk Assessments
- WSC Risk Management Framework and Guidelines



Legislation, Recognised Authorities and Other Sources

- *Anti-Discrimination Act 1991*
- Aged Care Quality Standards
- *Aged Care Act 1997*
- Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/>
- Charter of Aged Care rights <https://www.agedcarequality.gov.au/consumers/consumer-rights>
- Human Services Quality Framework (HSQF) Standards
- HSQF User Guide <https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/work/hsqf/previous-versions/user-guide-self-assessable2.0.pdf>
- *Human Rights Act 2019 (Qld)*
- National Disability Insurance Scheme (NDIS) Practice Standards
- NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/>
- NDIS Code of Conduct [NDIS Code of Conduct \(NDIS Providers\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/ndis-code-of-conduct)
- *Privacy Act 1988 (Federal)*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*

CEO Discretion

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.

Review of Policy

This policy/procedure remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
January 2022	V1.0	Preparation for Council Adoption	17 February 2022

