

Client Rights Policy

This information sheet has been developed to help everyone understand and know their rights.



What are rights?

The basic things that everyone has to keep them safe and to be given a good life. Everyone in Australia has rights.

Your rights



You have the right to:

- make **choices** about your life
- be told about the help you are getting
- understand what people tell you
- ask questions so that you can make good choices
- know who to tell if you are unhappy.



When you tell people important things you have the right for:

- what you say to be kept a **secret**.



You have the right to:

- feel **safe** and be treated **fairly**
- experience a healthy and respectful environment
- You should not be physically hurt or harmed or made to feel unhappy by others in anyway
- feel **valued** and **protected**



You have the right to be treated the same as everyone else no matter:

- who you are
- where you live
- whether you are a man or woman
- what job you have
- what language you speak
- whether you have a disability
- what your religion is
- what country you come from
- what your culture is.



You have the right to:

- have your own space
- ask for changes to be made to help you and meet your needs
- be told about your rights as they change over time
- understand what you are being told.

You have the right to privacy:



What is privacy?

Privacy is when you or a group of you have time to yourselves.

Privacy is also when you tell someone information about yourself and they have to keep it a secret.

You have the right to:

- have time to yourself and have your own space
- show closeness and affection to the people that you love
- have your intimacy and sexual expression respected.



You have the right to:

- be asked before your information is used or collected
- be told what information is collected about you and how it will be used
- have your information stored safely.

Understanding your rights:

- You have the right to be told about your rights:
 - At the beginning of your services
 - Throughout your services
 - If your rights change.
- If you do not understand your rights you can ask a staff member, family member, a close friend or anyone else that you trust.