

## SD – Client Rights

Headway Gippsland is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Headway Gippsland understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

### Procedures

Headway Gippsland will:

- provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the organisation, the service standards clients can expect and opportunities to provide feedback or make a complaint
- ensure that clients are treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.

At Headway Gippsland clients are entitled to:

- participate in decisions about their lives
- receive sufficient information about the service and its terms of use
- privacy and confidentiality
- access information that the service has about them
- be treated with dignity and respect
- be free from physical, sexual, emotional, and verbal abuse
- information on how to lodge a complaint if they are unhappy with any aspect of the service

## SD – Client Rights

- have complaints dealt with fairly and promptly
- be free from discrimination
- appeal decisions made about them and to have their appeal dealt with fairly
- a safe and healthy environment within the service and their facilities
- understand information to make informed life choices

Headway Gippsland's client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

For details on implementation of Client Rights and organisational responsibilities refer to Our Client Service Charter.