

Rights and Responsibilities of Clients

Clients are the focus of the Collie Family Centre operations and it is important that their rights are acknowledged and promoted at every opportunity. As service users, however, clients also have responsibilities which they should be aware of.

Clients of Collie Family Centre have the following rights and responsibilities.

Client Rights

- Clients' access to services is decided based on need and the capacity of the service to meet that need.
- Clients are involved in decisions about their assessment and support plan. They should be aware of all the options available, and any fees to be charged.
- Clients receive a copy of their support plan and any changes to the plan are made in consultation with and agreed to by the client.
- The client has the choice to participate in any services and to refuse a service without prejudicing their future access to services.
- Clients are made aware of the standard of service which they can expect.
- Clients can take part in social activities and community life as they choose.
- Services are provided in a safe manner which respects the dignity and independence of the client and is responsive to the social, cultural and physical needs of the client.
- Clients have a right to complain about the service they are receiving without fear of retribution and complaints are dealt with fairly and promptly.
- The client may involve an advocate of their choice to represent them in the service.
- Clients' views should be taken into account in the planning and evaluation of the service.
- The client has a right to access all information about them held by Collie Family Centre.
- Clients' have a right to privacy and confidentiality.
- Clients have the right to choose to whether they wish to participate in quality assessment surveys and to withdraw at any time.

Client Responsibilities

Client responsibilities include:

- Respecting the rights of other clients and Collie Family Centre staff
- Taking responsibility for the outcomes of any decisions they make
- Caring for their own health and well-being, as far as he or she is capable
- Playing their part in helping Collie Family Centre to provide them with appropriate services including informing the provider about any required changes to the care plan or agreement
- Respecting the rights of staff and the service provider to work in a safe and healthy smoke-free environment
- Providing feedback about the performance of the service; if required and appropriate.
- To advise of any safety concerns or current Violence Restraining Order to assist office staff in minimizing any possible safety issues.