

Service User Rights and Responsibilities Policy

1. Purpose

Inala Community House (ICH) Community Engagement (CE) seeks to provide safe and high-quality services that uphold service users human and legal rights.

This policy operates pursuant to the ICH Service User Support Policy.

2. Scope

This policy applies to all employees, contractors, volunteers and stakeholders within ICH CE. For the purposes of this policy, these persons shall be referred to as workers.

3. Policy

3.1 Service User Rights

ICH has policies which broadly describe service user rights including the ICH Human Rights Policy and ICH Service User Support policy. These rights are embedded in relevant ICH CE policies and procedures including, but not limited to:

- ICH CE Service Planning and Supports Policy
- ICH CE Risk Management Policy
- ICH NDIS Diversity and Inclusion Policy
- ICH CE Privacy Policy
- ICH CE Feedback and Complaints Policy

3.2 Service User Responsibilities

ICH CE aims to create a safe, supportive and empowering community for service users. To achieve this service users also have responsibilities including:

- Treating workers and other people with respect
- Acting in a manner that does not put themselves or others at risk
- Providing accurate information to enable appropriate supports to be delivered
- Providing notice if unable to attend a scheduled meeting
- Notifying ICH CE of any changes in circumstances which may affect how or what supports are provided (including updating contact details)

3.3 Communicating Rights and Responsibilities

ICH CE shall provide service users information about their rights by:

- Ensuring privacy statements are included on all documents which collect service user information
- Having open and accessible feedback and complaint information
- Displaying the ICH Client Service Charter and ICH Client Rights and Responsibilities brochure at each site
- Including information about service user rights and responsibilities in registration/intake documents
- Having easy read information available
- Ensuring rights are discussed with service users (where appropriate)

ICH CE will tailor provision of information about service user rights to meet the needs of diverse peoples in accordance with the ICH CE Access and Equity Policy.

ICH CE will support service users to engage with their support network and chosen community in accordance with their individual preferences.

ICH CE is committed to upholding the:

- Queensland: an age-friendly community framework
- All Abilities Queensland: opportunities for all State Disability Plan

3.4 Worker Responsibilities

The Manager is responsible for ensuring that:

- The service has processes in place to inform service users about their rights and responsibilities
- All Service delivery processes in place, uphold the rights of service users

Workers are responsible for ensuring that:

- Service users are informed of their rights and responsibilities
- They deliver safe and high quality services which uphold service user rights

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

This policy will be reviewed every three years or sooner as required.

6. Related Documents

Policies

ICH Service User Support Policy
ICH Human Rights Policy
ICH Commitment to Community Policy
CE Access and Equity Policy
CE Harm Prevention and Response Policy
CE Service Planning and Supports Policy
NDIS Dignity of Risk and Duty of Care Policy
NDIS Participant Rights Policy

Other

ICH Client Service Charter
ICH Client Rights and Responsibilities Brochure
Queensland: an age-friendly community framework
All Abilities Queensland: opportunities for all State Disability Plan