




Client – Rights and Responsibilities Statement

STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd trading as *estara* believes that we all have rights and responsibilities. In accordance with overarching human rights and quality and safeguarding principles, *estara* is committed to promoting ethical, legal, respectful and safe service delivery, which generates positive outcomes for all people involved in *estara*'s service delivery.

This Policy is delegated for approval by the Chief Executive Officer

Approved by:  Chief Executive Officer	Date of Approval: April 2023 Date of Next Review: April 2026
--	---

In this policy, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and trading as *estara*.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

RIGHTS

Clients of *estara* have the right to be:

- treated with dignity and respect
- provided with services free from discrimination, exploitation, harm, neglect, abuse or violence
- provided with a service that is responsive and sensitive to their social, religious, cultural and emotional needs.

In order to promote the rights of clients, *estara* ensures the following:

1. Our clients direct their service provision through:

- person-centred decision making that determines their supports
- collaboratively planned, delivered and reviewed services that enable the achievement of their goals and which engage with their communities to enable genuine participation
- choice of the support and services that best meet their needs (*within the limits of available resources*)
- participation of an authorised representative in decisions relating to their supports if the client does not have capacity.

2. Our clients have their privacy maintained by:

- *estara* keeping their personal information confidential
- *estara* not disclosing any information relating to them and their life without their explicit consent and/or within Information Sharing Guidelines
- providing them with access to any records and information relating to them while in the presence of a *estara* employee.

3. *estara* will engage in open and transparent communication so our clients have access to:

- up-to-date information about *estara* and its services in an accessible format
- an interpreter if required
- information that is clearly explained, including what they can expect from our services
- the means to refuse a service or change service providers without fear of penalty or discrimination and with appropriate exchange of information.

4. Our clients have easy access to a responsive and collaborative feedback and complaints system in which *estara* will:

- listen without bias
- investigate all complaints fairly and take appropriate steps to resolve all issues or appoint an independent investigator where necessary
- maintain each client's right to provide feedback about our services without fear of being disadvantaged in any way
- assist the client to engage independent support or advocacy if required
- provide information on how to appeal a decision in relation to a complaint the client has made
- use feedback and complaints to improve client service provision and worker education
- ensure the client is appropriately involved in the resolution of every complaint
- is kept informed of the progress of each complaint including any actions taken, the rationale for any decisions made and the options for review.

5. If service charges apply, estara will:

- explain such charges clearly
- provide invoices in a timely manner, where appropriate
- enter into a collaborative Service Agreement with the client.

6. A model of continuous service improvement whereby estara will also ensure each client has:

- a choice of appropriately skilled and qualified workers
- services delivered in a safe environment
- services delivered in a manner which is consistent with estara's values and which meet quality standards.

RESPONSIBILITIES

Service planning and delivery

As a recipient of estara services, the client is responsible for:

- treating all estara workers involved in their service provision with dignity and respect
- providing a working environment free from discrimination, harm, abuse or violence
- providing a working environment free from illegal activities, including the use of illicit/prohibited drugs
- providing, as far as is reasonably practicable, a safe work environment, free from obstacles and hazards that could cause injury or harm
- acknowledging workers' rights to their individual social, religious, cultural and emotional needs
- respecting a worker's right to privacy and confidentiality
- not asking workers to do more than their agreed duties or stay longer than the time allocated, except through agreement with estara staff authorised to extend the period of service delivery
- providing sufficient information to ensure appropriate service planning and charges are applied
- making payment for or ensuring there are funds available for payment for services as outlined in our Service Agreement.

Communication

The client should:

- feel comfortable about seeking further information about any aspect of the service the client receives
- give reasonable notice if the time or type of scheduled service needs to be changed, per any Service Agreement
- supply estara with sufficient information to enable appropriate and safe support to be delivered, including any change of circumstances
- raise any concerns about estara services, workers or fees charged as soon as practicable
- be open and honest in communication with estara.

These rights and responsibilities have been adapted from the National Standards for Disability Service, the ISO Quality Management Principles and the Work, Health and Safety Act 2012.