

## Client Rights

The People Project is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they can 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

The People Project 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.

## Policy Statement

The People Project 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.
- involve clients in the development of policies and procedures that impact on their service.
- 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 The People Project 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
- 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

The People Project NDIS client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

<b>Record of policy development</b>		
<b>Version</b>	<b>Date approved</b>	<b>Date for review</b>
V1.0	23/11/2023	November 2024
V1.1	29/07/2025	August 2026

<b>Responsibilities and delegations</b>	
This policy applies to	All NDIS participants who The People Project staff are in contact with. This policy is intended to provide information to The People Project staff regarding their responsibilities and to ensure that all participants receive support that is responsive, fair and safe.

Specific responsibilities	<p>The General Manager is responsible for ensuring that all NDIS staff receive adequate training to deliver just and ethical support to participants.</p> <p>All NDIS staff are responsible for ensuring they understand their responsibilities in relation to participant support under the NDIS Practice Standards and the NDIS Code of Conduct.</p>
Policy approval	CEO

<b>Policy context</b> – this policy relates to:	
Standards	NDIS Practice Standards, specifically standards 1.1; 1.2; 1.4; 2.5; 2.8; 3.4
Legislation	<p>Age Discrimination Act 2004</p> <p>Australian Human Rights Commission Act 1986</p> <p>Disability Discrimination Act 1992</p> <p>Racial Discrimination Act 1975</p> <p>Sex Discrimination Act 1984</p>
Organisation policies	<p>Providing client advocacy and support</p> <p>Code of ethics and conduct</p> <p>Client participation and social inclusion</p> <p>Diversity and cultural inclusion</p> <p>Safeguarding</p> <p>Money management</p> <p>Key elements of child safety and wellbeing</p> <p>Privacy</p>

	<p>Supported decision making and dignity of risk</p> <p>Incident management</p> <p>Complaints</p> <p>Trama informed care</p> <p>Restrictive Practices</p>
Forms, record keeping, other documents	<p>Incident Report Form</p> <p>Feedback and Complaints Form</p> <p>Client Charter</p>