

Clients Rights and Responsibilities

Policy Title:	Clients' Rights and Responsibilities	Version 2.0	Effective date: September, 2023
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1. POLICY STATEMENT

inTouch's Board and staff are committed to ensuring that the rights of all clients and users of services is respected and honoured by the organisation, its employee's and volunteer staff always.

2. PURPOSE

The objective of this policy is to detail the rights of our clients and staff to be treated with dignity and respect.

3. SCOPE

This policy applies to InTouch employees, students, volunteers, the Board and contractors, all of whom must adhere to this policy. The scope of this policy includes all inTouch dealings with clients, regardless of the place or reason for the contact.

4. RIGHTS

inTouch believes in the following rights for its clients:

- The right to receive assistance in a crisis or to prevent a crisis.
- The right to access crisis and transitional accommodation and long-term housing, based on fair policies.
- The right to have assistance to find and manage appropriate long-term housing.
- The right to feel safe.
- The right to be free from discrimination because of gender, age, sexual preference, religion, social class, ethnicity or culture.
- The right to respect for their culture.
- The right to respect, dignity and privacy.
- The right to make choices and determine your future.
- The right to participate in decision making.
- The right to have assistance to access income support, employment, health services, educational opportunities and other support services.
- The right to make a complaint and appeal, and receive a fair hearing, have an advocate speak on their behalf and receive a meaningful response.

inTouch will make every effort to make these rights a reality for their clients, to ensure that clients can regain and build their dignity, self-esteem and personal power.

5. RESPONSIBILITIES

Staff Responsibilities

All staff are expected to adhere and respect the rights of individuals and failure to do so may result in disciplinary action.

Clients' Responsibilities

Clients of inTouch have the following responsibilities:

- To treat other people with respect
- To participate in their case planning
- To adhere to acceptable codes of behaviour
- To co-operate with inTouch' staff and other people involved in their case
- Not to consume alcohol, take or sell illicit drugs on the premises or at appointments with inTouch staff.

6. Relevant legislation and standards

HSS Standards

QIC Standards

United Nations - Universal Declaration of Human Rights

7. Policy Information

Approval Authority	Executive
Policy Sponsor	CEO
Policy Owner	Executive, Direct Services
Policy Type	Policy
Related Policies	Workplace Respect Policy Risk Management Policy
Related Procedures	
Related forms, publications and websites	

8. DOCUMENT HISTORY

Version	Reason	Approved date	Scheduled review date
1.0	Initial document	March, 2018	March, 2021
2.0	Review	September 2023	September, 2026

inTouch

Multicultural Centre
Against Family Violence