



Building better futures  
for children with disabilities

# Charter of Client Rights and Responsibilities

## Service Users have a right to expect:

### Quality Services

- Quality services which are client focused, outcome oriented, well planned, responsive and interactive.
- Services should be made available on the basis of need and within the constraints of our funding and service agreements and are appropriate to their needs
- Service users are assisted to access all available services
- When Noah's Ark cannot effectively meet their needs, service users have a right to be referred to more appropriate services which can better suit their requirements

### Highest Standards of Staff Conduct

- Noah's Ark staff members will adopt the highest standards of behaviour and conduct at all times in the delivery of services and will maintain the highest standards of conduct in their attitude and behaviour towards service users, colleagues and members of the community.
- Noah's Ark staff members are committed to child safety

### Dignity and Respect

- To be treated as individuals with dignity and respect and to participate in the service without exploitation, abuse or neglect.

### Personal Independence

- To be consulted and encouraged to make their own decisions with regard to service delivery on behalf of their children.

### Freedom from Discrimination

- Parents of service users are not to be discriminated against on the basis of race, gender, sexual orientation, age, religion, national origin, marital status, political belief or any other preference or personal characteristics.

### Personal Privacy

- Personal privacy in the receipt of services and with regard to the information exchanged with staff in the course of service delivery as outlined in Noah's Ark Privacy Policy
- Clients need to be aware of the limitations on client confidentiality what elements may need to be shared with or accessed by staff and under what circumstances.

## **Freedom of Speech**

- To have a right to their own views and opinions and specifically in respect of the services they receive, they have a right to raise complaints and to have those complaints examined and resolved in a fair and reasonable manner.
- To be made aware of their rights as well as their responsibilities in respect of any service, policy or program which relates to them and this includes their rights of grievance. Service users have access to an advocate when seeking redress in relation to a service complaint. (Please refer to our Complaints for Service Users Policy).

## **Clients also have a responsibility to:**

- Respect the rights of other service users and staff
- Respect the right of staff to a work environment which is free from harassment
- Respect their own health and well-being as far as they are able
- Own the outcomes of the decisions which they make are on behalf of their children
- Be present at all times during home visits

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