# Policy guide and checklist

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| This front page is to guide users in creating your Policy and Procedure.  **Delete** this table once your Policy and Procedure has been approved and finalised.  Before submitting this Policy and Procedure for approval, check that you have completed the following:   * Read the HSQF Framework * Read the HSQF User guide - for Certification, or User Guide – Self-Assessable, depending on your service agreement and what applies to your organisation. * Referred to the most recent HSQF Version Control Register and Log of Changes * Updated or deleted all the yellow highlighted sections in this document * Updated the document code and version number to suit your organisation’s naming convention * Updated the supporting documents section (where relevant) * Updated the header and footer of this document * Added a review date * Logged any changes of your internal policies in your register * Removed QCOSS branding and replace with your organisation’s * Removed this page/table from your final version. |

Client Rights and Responsibilities Statement

{Organisation name} upholds the legal and human rights of people using our services. This includes peoples right to receive services that protect and promote their human rights, safety, well-being, participation and choice.

## Clients have the right to:

* Be treated with dignity and respect at all times
* Be treated fairly and without bias, regardless of age, gender, identity, sexuality, religion, ability, cultural and linguistic background and communication needs
* Inclusion and participation, and any barriers to participation identified and treated
* Privacy and confidentiality
* Right to access the personal information held by the services, unless limited by law, and to make changes, updates or corrections
* Individuality, autonomy and choice
* Receive information about the services they can access with us and their rights in formats that are accessible and culturally sensitive
* Support to access other services in the community
* To be an active participant in the assessment, planning and delivery of their supports and services
* Have services that respond to individual needs and preferences
* Make informed decisions and choices about their services and their lives overall
* Have services delivered in a safe, secure and comfortable environment - free from violence, harm, abuse, neglect, exploitation and discrimination
* Listened to and provide feedback for improving our services and activities
* Raise a complaint or issue and have it addressed promptly, fairly and respectfully
* Have a support person/advocate/representative of their choice with them in matters relating to their support
* Have their rights upheld in accordance with the Queensland *Human Rights Act 2019*. The Act protects:
  + [Insert rights relevant to your service from the *Human Rights Act 2019* here. Ensure this is aligned with your Human Rights Policy and Procedure]
* **Child Protection Placement Services, Child Protection Support Services, and Families** be provided with information about the Department of Children, Youth Justice and Multicultural AffairsTime in Care Information Access Service
* Give the client {timefrome} notice if the organisation must change a scheduled service
* [Add more as relevant to your service]

## Clients have a responsibility to:

* Treat staff and volunteers with fairness, honesty and respect
* Respect other clients, including their rights to privacy and confidentiality
* Follow our policies and procedures where these relate to service delivery and safety
* Inform us about how they wish supports to be delivered to meet their individual needs
* Report any incidents so they can be addressed in the right manner and investigated for continual improvement
* [Add more as relevant to your service].