

Policy & Procedure Number:	OP003	Version:	001
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DOWN SYNDROME VICTORIA CLIENT CHARTER

DSV respects and fully commits to upholding the rights of all people, including those who have disabilities. DSV is also committed to ensuring you, its clients (including your children, family members, carers, guardians and other important stakeholders), are aware of your rights and responsibilities and can be confident in exercising them.

Client Rights

DSV respects and fully commits to upholding the rights of its clients, as set out in the *Charter of Human Rights and Responsibilities Act 2006 (Vic)* and the *Disability Act 2006 (Vic)*. In accordance with this legislation, you have the right to:

- respect for your inherent individual human worth and dignity;
- be treated with courtesy, dignity and respect;
- realise your individual capacity for physical, social, emotional, cultural, religious and intellectual development;
- recognition of your individual autonomy and independence, including your right to dignity of risk and the freedom to exercise choice and have control over your life;
- live a life free from abuse, neglect or exploitation;
- privacy and confidentiality, and access to all personal information kept by us about you;
- be assessed for service access in an equitable, non-discriminatory way, according to your needs; and
- be consulted about your needs and preferences and participate actively in decisions affecting your life, including all decisions made about your care and the development of our policies, programs and services;
- information about:
 - available services and service options, within DSV and with other service providers;
 - the services to be provided and any associated costs;
 - conditions that may apply to the services being provided;
 - how to make a complaint to us and to external agencies; and
 - your legal rights, entitlements and obligations under the *Disability Act*;
- receive services:
 - that are appropriate, safe, of a high quality, are culturally relevant and adapt to your ongoing needs and goals;
 - in a way that results in the minimum restriction of your rights and opportunities;
 - in a safe, accessible built environment appropriate to your needs; and
 - information necessary to support your rights, in ways that are appropriate and have regard to impairments, disability and cultural background;
- have services and supports provided by appropriately qualified staff;
- change service providers and receive support in doing so;
- have a person of your choice support and advocate on your behalf in your interactions with us;
- refuse a service or support without prejudicing your future access to services; and
- pursue any complaint about your service provision without fear of retribution and receive support to pursue complaints.

Client Responsibilities

We expect that you will:

- respect the human and legal rights and dignity of staff and other clients, including the staff's right to work in a safe environment;
- treat staff and other clients with courtesy and respect;
- respect the rights of others including their rights to confidentiality and privacy;
- be responsible for your choices and the results of any decisions you make;

- play your part in helping us to provide you with services, by informing us of your support needs and any health, behavioural or wellbeing issues;
- proactively participate in the development, implementation and review of person-centered support /care plans;
- communicate any changes in your circumstances and needs to staff;
- promptly pay any fees and charges associated with the provision of your service; and
- inform us as early as possible when support is not required.