

# Service Delivery: Client Rights Policy

Date Reviewed: January 2022 (V2)



## 1. Statement

Our vision of realising a community that embraces people living with disability and supports their right to choose how they live their lives, is at the core of what we do. We value our clients, and understand the complex nature of their disability. For many of our clients their health is impacted by their disability or as a result of the disability.

Lighthouse Disability recognises and actively promotes the rights of people living with disability to be at the centre of decision-making about their lives. This fundamental right and belief forms and drives all aspects of how we conduct our business and support the lives of our clients. It forms the basis for how we conduct our work and how individual staff throughout the organisation understand their roles and obligations in supporting our clients to achieve their goals and meet their needs and expectations.

We believe the key to continuously developing and improving the way we provide services to our clients is through promoting their human rights as consistent with the *World Health Organisation Convention on the Rights of Persons with Disabilities December 2006*.

## 2. Scope of Policy

This policy outlines the role and obligation of Lighthouse Disability in ensuring our clients are at the centre of decision-making about the services they need and want.

## 3. Purpose


The purpose of this policy is to ensure all staff outlined in the scope of policy are aware of their obligations and responsibilities to understand and promote the rights of our clients in all aspects of service delivery.

## 4. Right of Persons with Disabilities

### 4.1 Client Rights

Lighthouse Disability recognises, promotes and interprets the *World Health Organisation Convention on the Rights of Persons with Disabilities December 2006 principles as a person's*;

- **Right to be treated with respect and dignity** - central to decision-making about the services they need and want including dignity of risk
- **Right to make informed choices and decisions about their life** – central to ensuring they receive the information they need and want to be self-determining
- **Right not to be discriminated against**- and recognise that discrimination of any person on the basis of their disability is a violation of their inherent dignity and worth of that person

|                |  |                        |   |
|----------------|--|------------------------|---|
| Title:         | SERV-POL Client Rights Policy FINAL V2 |                        |  |
| Authorised by: | CEO                                    | Authorising signature: |   |
| Next review    | March 2024                             | Date Approved:         | April 2022  |



- **Right to be involved and included in society and the community** – and promote and support access to services that actively enable clients to be fully engaged and participate in their lives and receive the right range and level of support to be successful
- **Right to respect and acceptance as a unique person with disability** - and ensure people with even the most significant disabilities have ongoing, daily support to be engaged in opportunities and activities of their choice, and sustain and build meaningful relationships including with family, friends and community
- **Right to access the services and supports that meet their needs, goals & preferences** - and act to remove barriers to participation, choice, and opportunity to achieve their goals, references and expectations and enhance their experiences, including the right to an advocate of their choosing
- **Right to give feedback and make a complaint** – and ensure their feedback and complaints are acted upon and help inform and drive quality improvement
- **Right to equality between men and women** - recognising that women and girls with disabilities are often at greater risk of violence and abuse and ensuring the safety of all clients
- **Right to freedom of expression** – including cultural, spiritual, beliefs and values and to express themselves emotionally, physically and creatively
- **Right to live in a safe and supportive environment** – and live in healthy and safe environment that will ensure their physical and mental health or well-being
- **Right to be supported to connect with others** – and having sustainable, meaningful and supported networks and relationships with family, community, friends, interests groups and individuals

## 4.2 Client Responsibilities

Whilst Lighthouse Disability recognises that client rights are enshrined in legislation, standards and charters, it asks and expects that clients and families/guardian(s) also recognise a reciprocal responsibility to;

- Treat others with respect
- Be open and honest about their needs and preferences
- Contribute to a safe and supportive environment
- Understand that Lighthouse Disability can only provide the services that clients have contracted to provide
- Comply with the law and Lighthouse Disability policies and procedures and
- Honour agreed payments for services.

## 5. How We Ensure Client Rights

Lighthouse Disability will ensure client’s rights form the basis for how we conduct our work and how individual staff throughout the organisation understand their roles and obligations in supporting our clients to achieve their goals and meet their needs and expectations.

We will do this through;

|  |                            |                         |  |
|--|----------------------------|-------------------------|--|
| Is this a public facing document?                      | No                         |                         |  |
| This document is to be reviewed:                       |                            | Every two years         |  |
| Approver: CEO  | Effective Date :April 2022 | Review Date: March 2024 |  |
| Responsible Manager: General Manager, Client Wellbeing | Version Number: 2          |                         |  |



- **Our Framework for Positive Living:** Outlining six principles which shapes our work and guides our staff
- **Policy:** Having policies and procedures in place to ensure clients rights, choice and decision-making.
- **Information Sharing & Communication:** Promoting positive, accurate, timely and informative communications and opportunities for information sharing using a range of different strategies.
- **Service & Support Planning:** Partnering with the client, family/guardian(s) to identify and develop services, support and contingency plans to ensure the client receives the service and supports they need and want to match their goals and expectations of care safely
- **Feedback & Complaints:** Actively welcome and facilitate client and family/guardian(s) feedback, complaints, compliments and suggestions to help inform and drive our quality improvement.
- **Staff Training & Capacity Building:** Building the capacity of staff through training and support to understand and promote the rights of our clients to ensure choice and decision-making

## 5.1 Framework for Positive Living

The Lighthouse Disability Framework for Positive Living outlines six principles that shape our work, how we partner with our clients, their families and guardians and our expectations of staff. These six principles include;

1. Choice and control
2. Belonging in their community
3. Contributing to everyday life
4. A supportive environment
5. Engagement with family
6. Financial sustainability

## 5.2 Policy

Lighthouse Disability policies and procedures actively promote, protect and inform the rights of clients using Lighthouse Disability services and include but are not limited to;

| Policy  | Purpose   |
|---|---|
| Client Rights Policy                                | The purpose of this policy is to ensure all staff outlined in the scope of policy are aware of their obligations and responsibilities to understand and promote the rights of our clients in all aspects of service delivery.   |
| Client Privacy Policy                               | The purpose of this policy is to ensure that clients of Lighthouse Disability have their right to privacy upheld in relation to the: Collection; Use and Disclosure of information concerning them and the supports and services they receive from Lighthouse Disability.   |
| Client Consent Policy                               | The purpose of this policy is to ensure that clients, families/guardian(s) are given sufficient information, including options, to make clear decisions and give informed consent about the services and support they receive.  |
| Client Choice and Control in Decision Making Policy | The purpose of this policy is to ensure that clients and families/guardian(s) are given sufficient information, including options, to make clear decisions about the services and support they receive. In recognising the potential barriers to self-agency, faced by many people living with disability, we actively ensure through our service and support that clients have choice and control in their lives and in decision-making. |
| Code of Conduct                                     | The Code of Conduct is a statement of Lighthouse Disability's commitment to integrity and ethical conduct. Lighthouse Disability expects workers to behave ethically at all times in order to protect clients, key stakeholders   |

|  |                            |                         |  |
|--|----------------------------|-------------------------|--|
| Is this a public facing document?                      | No                         |                         |  |
| This document is to be reviewed:                       | Every two years            |                         |  |
| Approver: CEO  | Effective Date :April 2022 | Review Date: March 2024 |  |
| Responsible Manager: General Manager, Client Wellbeing | Version Number: 2          |                         |  |



|  |   |
|--|---|
|  | and the organisation's reputation and profitability. The intent is for the Code of Conduct to be read in conjunction with the identified policies and procedures listed throughout the document, as well as the NDIS Code of Conduct (Workers).   |
| Open Disclosure Policy   | The purpose of this policy is to: enable Lighthouse Disability to provide open and timely information when an incident or adverse event occurs; provide a framework for open disclosure that supports clients, their families and guardians, and employees; and ensure that Lighthouse Disability's approach to open disclosure adheres to the principles of the Australian Open Disclosure Framework.  |
| Partnerships & Capacity Building Policy  | Lighthouse Disability is committed to building our capacity to collaborate with other organisations formally and informally to improve the outcomes of the people we support. Initiatives to build capacity will be based on: feedback from people we support and their families; and research and evaluation of current programs.  |
| Compliments and Complaints Policy  | Lighthouse Disability recognises all compliments and complaints provide a valuable source of information about all aspects of our operations, along with an opportunity to improve the quality of our services  |
| Safe and Secure Environment Policy   | The purpose of this policy is to outline how Lighthouse Disability meets its duty of care responsibilities and creates a safe and secure environment for the people we support.   |
| Service Access Policy  | Each person seeking a service from Lighthouse Disability will have access to the service based on relative need and available resources. Lighthouse Disability will work with the principles of equal opportunity and social justice and will not discriminate on a racial or sexual basis. The organisation is committed to the inclusion of people from culturally and linguistically diverse backgrounds and Torres Strait Islanders and Aboriginal backgrounds. |
| Restrictive Practices Policy   | The purpose of this policy is to ensure that people residing in Lighthouse Disability supported accommodation, who exhibit behaviours of concern, have their human rights upheld, are treated with dignity and respect, and have their needs met in a responsive and safe environment.  |
| Incident Management System Policy  | Lighthouse Disability is committed to providing excellent services to clients. As part of ensuring a safe and high quality of supports and services, Lighthouse Disability is also committed to protecting the human rights of people with disability and responding to all forms of exploitation, violence and abuse. Incident management includes but is not limited to violence, abuse, neglect, exploitation.   |
| Decision-making arrangements for clients with impaired decision-making capacity Fact Sheet | This fact sheet provides a guideline about different types of decision-making arrangements in relation to major decisions that affect the health and wellbeing of a client with impaired decision-making capacity.  |
| End of Life Planning Policy  | This policy provides a guidelines to how Lighthouse Disability supports clients to have discussions with their family, friends or guardians with regard the care they wish to receive at the end of their life and the decisions they wish to make about care and treatment.  |
| Health Support Policy  | The purpose of this policy is to ensure all staff outlined in the scope of policy are aware of their obligations and responsibilities to ensure safe, quality health support in line with this policy.  |
| Complex Health Support Policy  | The purpose of this policy is to ensure all staff outlined in the scope of policy are aware of their obligations and responsibilities to ensure safe, quality complex care consistent with this policy and the NDIS Practice Standards, the client's individualised complex care plan and the staff's evidence based training and competency assessment.  |
| Conflict of Interest Support Coordinators/ Plan Managers                                   | The purpose of these policies is to ensure Support Coordinators and/or Plan Managers are aware of their obligations under the NDIS Code of Conduct  |

|  |                            |                         |  |
|--|----------------------------|-------------------------|--|
| Is this a public facing document?                      | No                         |                         |  |
| This document is to be reviewed:                       |                            | Every two years         |  |
| Approver: CEO  | Effective Date :April 2022 | Review Date: March 2024 |  |
| Responsible Manager: General Manager, Client Wellbeing | Version Number: 2          |                         |  |



and NDIS Practice Standard to disclose any conflicts of interest in their role they may have and to ensure any conflict of interest is effectively managed, in line with this policy.

### 5.3 Information Sharing & Communication

Communication is fundamental to the development of a healthy organisational culture. Lighthouse Disability is committed to ensuring that our clients, staff, families/guardian(s) and other key stakeholders have access to appropriate information. Our commitment is to promote positive, accurate, timely and informative communications using a range of different strategies.

Lighthouse Disability recognises the importance of maintaining open and transparent communication and information sharing between our staff and our clients, their family/guardian(s). We will actively ensure the information we share with our clients, their family/guardian(s) is in a form that is accessible, easy to understand, access, meets their needs and stay connected.

To ensure we maintain open and transparent communication and information sharing will;

| Information                                    | Purpose  |
|--|--|
| <b>Organisational planning &amp; decisions</b> | Actively keep clients, their family/guardians informed of key issues, planning, decisions, changes within the organisation that may impact the way they receive services                   |
| <b>Consumer Reference Group</b>                | Engage with clients through our consumer reference group as a key platform for feedback and information sharing and promoting their voice  |
| <b>Client Feedback</b>                         | Actively listen to client, family/guardian feedback as a way of improving the services we provide and the way we operate   |
| <b>Client Rights</b>                           | Actively inform clients, families/guardians of client rights   |
| <b>Resources</b>                               | Provide client information resources in easy to access and understand format   |
| <b>Contacts</b>                                | Provide clients with key staff contact details to ensure they have access to a staff person to address their needs in a timely and efficient manner  |
| <b>Service Agreement and Support Plans</b>     | Actively partner with clients, their family/guardians in the development and review of their Service Agreement(s) and Support Plans  |
| <b>Service Options</b>                         | Actively inform client, family/guardian of a range of options in planning their supports and services to ensure and promote client choice, decision-making and control over their own life |
| <b>Complaints handling and resolution</b>      | Keep client, family/guardian(s) informed of each step of complaint handling process and in determining the outcome/actions of the complaint  |

### 5.4 Service & Support Planning

Lighthouse Disability works in partnership with our clients, families/guardians to develop Service Agreements and Support Plan(s) that meets the needs, goals and expectations of each individual client consistent with their NDIS Plan to ensure the client and Lighthouse Disability, as the provider, have a clear and transparent understanding of the services and supports to be delivered and how they will be delivered.

These Plans are written in an easy to understand language so that the client, family/guardian(s) are clear about what each party has agreed. This enables us to plan, provide, monitor and evaluate the services and supports we provide each client and enables early identification of requirements for review and/or change to plans as the needs of the client changes. This is part of ensuring the client receives safe, quality care and has control over how they live their life.

|  |                            |                         |  |
|--|----------------------------|-------------------------|--|
| Is this a public facing document?                      | No                         |                         |  |
| This document is to be reviewed:                       | Every two years            |                         |  |
| Approver: CEO  | Effective Date :April 2022 | Review Date: March 2024 |  |
| Responsible Manager: General Manager, Client Wellbeing | Version Number: 2          |                         |  |



Lighthouse Disability acts to ensure clients with health and complex care support needs receive safe, quality health support to reduce the risk of adverse health outcomes. We do this by utilising expert assessment and advice and engaging relevant specialist health practitioners and other health professionals to; undertake a comprehensive complex health care assessment, develop the Health Support Plan(s); advise of monitoring and reporting requirements and emergency planning and determine staff competency training and assessment requirements.

## 5.5 Feedback and Complaints

Lighthouse Disability recognises that access to appropriate feedback (including compliments, suggestions, ideas, experience and satisfaction) and complaints mechanisms is intrinsic to ensuring we meet and protect our client’s rights and a fundamental component of person-centred care.

We are committed to engaging and partnering with our clients, their family/guardian(s) and value to positive contribution they make, through feedback and complaints, to improving the safety and quality of the services we provide.

We recognise that people living with disability are at greater risk of experiencing reduced autonomy and self-agency and for a variety of reasons, are less likely to give feedback or make a complaint.

To ensure we provide a feedback and complaints process that meets the needs of our clients their family/guardian(s) Lighthouse adopts the following principles;

Our Feedback and Complaints process is;

| Principle                                       | Purpose  |
|---|--|
| <b>Person-centred, responsive and sensitive</b> | To ensure the client is at the centre of the feedback process and handled in a timely manner and sensitive to the unique situation and needs of the client |
| <b>Visible and transparent</b>                  | To ensure clients, family/guardians are informed of their right to give feedback and/or make a complaint and aware of how it will be handled               |
| <b>Accessible and outward reaching</b>          | To ensure a range of options and mechanism are provided to actively facilitate, encourage and welcome feedback and complaints                              |
| <b>Objective and Fair</b>                       | To ensure equitable, unbiased and impartial complaint handling and referral to external complaints bodies where necessary                                  |
| <b>Integrated and systemic</b>                  | To ensure feedback is integrated into the core business of the organisation and actively informs whole of organisation quality and service delivery        |
| <b>Private and Confidential</b>                 | To ensure clients, family/guardian’s privacy is maintained and protected as part of the complaint management.  |

## 12 Related Documents

|  |                            |                         |  |
|--|----------------------------|-------------------------|--|
| Is this a public facing document?                      | No                         |                         |  |
| This document is to be reviewed:                       |                            | Every two years         |  |
| Approver: CEO  | Effective Date :April 2022 | Review Date: March 2024 |  |
| Responsible Manager: General Manager, Client Wellbeing | Version Number: 2          |                         |  |



- Compliments and Complaints Policy
- Consent – Information Sharing and Media form
- Lighthouse Disability’s Framework for Positive Living
- Lighthouse Disability Code of Conduct

## Standards and Conventions

- Universal Declaration of Human Rights (UDHR)
- United Nations Convention on the Rights of People with Disability (UNCRPD)

## Version Details

- This document is to be reviewed every two years.

| VERSION NUMBER | AMENDED DATE | AMENDED BY                               | APPROVED BY         | DATE APPROVED |
|----------------|--------------|--|---------------------|---------------|
| 3              | 13/01/22     | Allison Willis Policy & Strategy Advisor | Michelle Holian CEO |               |

|  |                            |                         |                 |
|--|----------------------------|-------------------------|-----------------|
| Is this a public facing document?                      | No                         |                         |                 |
| This document is to be reviewed:                       |                            |                         | Every two years |
| Approver: CEO  | Effective Date :April 2022 | Review Date: March 2024 |                 |
| Responsible Manager: General Manager, Client Wellbeing | Version Number: 2          |                         |                 |