



Policy Statement

Resident and Client Rights Policy

At Helping Hand, we provide services for residents and clients in a manner that respects their rights, promotes their autonomy, and upholds their dignity. We uphold the principles of fairness, inclusivity, and diversity, and we do not discriminate against clients based on their disability, gender, age, race, religion, sexual orientation, or any other protected characteristic.

At Helping Hand, residents and clients are entitled to:

- be informed on their rights, in a clear, concise and understandable manner.
- be treated with dignity and respect by Helping Hand staff, volunteers and contractors.
- have their identity, culture, abilities, diversity, beliefs, needs and life experiences included and understood, supporting residents and clients to feel safe and welcome.
- make independent decisions and about their care and services and exercise choice and control over their lifestyle, with the option to seek support when they need or want it.
- Promote informed decision-making with clear, accurate, and understandable information about the supports and services available to residents and clients.
- Experience autonomy and self-determination through choice and control over their own lives including the right to intimacy and sexual expression.
- privacy and confidentiality.
- access information that Helping Hand has about the resident or client in a format that is easy to understand.
- to a safe and supportive environment, free from abuse, neglect, or exploitation. Helping Hand takes all necessary precautions to provide a safe and supportive environment, free from abuse, neglect, or exploitation and ensuring information on how to lodge a complaint if residents and clients are unhappy with any aspect of the care and service is available.
- complaints to be handled promptly, impartially, and with respect, ensuring that the open disclosure process is used when things go wrong.
- be free from discrimination when in receipt of care and services from Helping Hand staff, volunteers and contractors.
- appeal decisions made about the client, and to have the appeal dealt with fairly without fear of retribution.
- a safe and healthy environment within the Helping Hand service environment and facilities.



This policy underscores our commitment to upholding the rights of older people and people with disabilities and ensuring their autonomy, dignity, and well-being. We encourage all staff members and stakeholders to familiarise themselves with this policy and implement it in their interactions with all residents and clients.

Links to Relevant Standards

ACSQC Standards

Standard 1: Consumer Dignity and Choice

Standard 4: Services and Supports for daily living

NDIS Practice Standards

Standard 1 Rights and responsibilities

Standard 2 Provider Governance and Operational Management