

# Individual (Client) Rights Policy

## 1. Purpose – why do we have this policy?

This policy is for the people with lived experience of disability that Sunnyfield supports (referred to as clients) and all Sunnyfield employees who support and work alongside them. It guides Sunnyfield in how to provide safe and positive environments for clients; and how to promote, respect and protect the human rights of clients.

**Rights** are things a person is allowed to be, to do or to have. Rights say people can choose how they live their own life, and they explain how people must treat each other. People with lived experience of disability, including intellectual disability, have the same rights as everyone else. Sometimes rights are referred to as human rights.

**Human rights** mean people with lived experience of disability:

- Are free to make their own decisions,
- Will not be discriminated against,
- Will have the same rights to be included in society as others,
- Are to be respected for who they are, and
- Will have equal opportunities and equal access.

## 2. Policy statement – what is this policy about?

At Sunnyfield we provide services where clients are treated with dignity and respect and:

- Where clients can make their own choices,
- That support clients to make their own decisions, to live the way they want to,
- Where clients can have their own opinions and share their ideas,
- That are free from discrimination,
- Where clients' privacy is respected,
- That acknowledge some clients will want to make choices that involve risk, and
- That protect clients from mistreatment, neglect, abuse and violence.

## 3. Coverage – who is this policy for?

This policy is for everyone at Sunnyfield, including:

- Sunnyfield Board of Directors
- Sunnyfield members
- All Sunnyfield employees, including supported employees.
- All Sunnyfield clients, and their decision supporters (families, carers, guardians)
- Other Sunnyfield people including volunteers, contractors.

## 4. Sunnyfield's Approach – what will Sunnyfield do?

Sunnyfield upholds the individual rights of all clients. We adhere to the NDIS Practice Standards at all times and are guided by the United Nations Convention on the Rights of Persons with Disabilities (CRPD).

### A. Client's right to person-centred supports

- Clients are at the centre of any decision that is related to them.
- Sunnyfield respects the full human rights of clients, and we include that understanding into our everyday practice.
- Sunnyfield communicates with clients at all times, in ways that are inclusive and accessible to them.
- Sunnyfield meaningfully engages clients, their decision supporters and their circle of supports, in day to day service provision.
- Sunnyfield are responsive to client needs, and actively work in collaboration with them and their circle of support to achieve their desired goals. This includes, but is not limited to, actively following and implementing developed plans, interventions, strategies or protocols.
- Sunnyfield ensures all service planning, development and review is person centred and based on the clients strengths, interests, goals and needs.
- Sunnyfield employees will act professionally at all times, maintaining professional boundaries, in accordance with the Sunnyfield Code of Conduct, and the NDIS Code of Conduct.
- Sunnyfield services are always legal, ethical, and high quality. Services are based on current research and best practice evidence.

### B. Client's right to individual expression, values and beliefs

- Sunnyfield respects and honours all the ways in which people are individuals. We respect each person's:
 

○ disability	○ class	○ socio economic status
○ culture	○ age	○ gender expression
○ ethnicity	○ faith	○ sexual orientation
○ language	○ gender identity	○ intersex status
- All clients are welcome at Sunnyfield and are encouraged to be their true selves while with us.

### C. Client's right to privacy and dignity

- Clients can keep their life private.
- Sunnyfield actively supports clients to understand privacy, dignity and confidentiality.
- Sunnyfield cannot share information about clients unless clients or their decision supporter (parent, carer, guardian) say we can.

- There are times when the law says client information can be shared.

#### D. Client's right to independence and informed choice

- Client autonomy is respected at all times
- Client independence is actively supported during Sunnyfield services and during each clients day-to-day life.
- Clients are provided with the information they need to make a decision, using supported decision making principles.
- Each client's right to dignity of risk in decision-making is supported.
- Sunnyfield acknowledges clients have a right to engage in consensual intimacy and consensual sexual expression, within the parameters of each state and territories laws.
- Clients may have a decision supporter (parent, carer, guardian) or an advocate (representative) to support them to have their say, and/or give information and advice.
- Clients have the right to provide feedback or complain about their services.

#### E. Client's right to protection from mistreatment, violence, abuse, neglect, exploitation and discrimination

All clients are safe at Sunnyfield.

Sunnyfield will work tirelessly to protect clients from:

- Mistreatment – when someone is treated badly, cruelly or unfairly.
- Discrimination – when someone is treated unfairly because they are different from others.
- Violence- when someone is hurt by someone else.
- Abuse – when someone is treated badly.
- Neglect – when someone is not helped the way they are supposed to be helped.
- Exploitation- when someone is taken advantage of

Sunnyfield's policies, procedures, practices, training and Safeguarding and Assurance Team support the organisation to keep clients safe.

### 5. Accountabilities – Who is responsible?

Sunnyfield Board	<ul style="list-style-type: none"> <li>• Governance of the principles and intent of the policy.</li> <li>• Demonstrates an Active Bystander approach – They speak up when they see or hear something that negatively impacts a client's rights</li> </ul>
Sunnyfield Leaders and Managers	<ul style="list-style-type: none"> <li>• Upholds the policy and procedures, in its actions and practices</li> <li>• Takes action when the policy is not adhered to.</li> </ul>

	<ul style="list-style-type: none"> <li>• Create and maintain a rights-based service culture through role modelling, coaching, mentoring and staff training.</li> <li>• Ensure they champion the full human rights of Sunnyfield clients at all times.</li> <li>• Demonstrates an Active Bystander approach – They speak up when they see or hear something that negatively impacts a client’s rights.</li> <li>• Proactively work in collaboration with Sunnyfield’s Safeguarding and Assurance Team</li> </ul>
Sunnyfield Safeguarding and Assurance Team	<ul style="list-style-type: none"> <li>• Upholds the policy and procedures, in its actions and practices</li> <li>• Takes action when the policy is not adhered to.</li> <li>• Create and maintain a rights-based service culture through role modelling, coaching, mentoring and staff training.</li> <li>• Ensure they champion the full human rights of Sunnyfield clients at all times.</li> <li>• Upholds Sunnyfield’s Prevention of and Responding to Allegations of Abuse, Assault, Neglect or Exploitation of Sunnyfield Clients Policy, and Risk Management Policy.</li> <li>• Proactively work in collaboration with Sunnyfield’s Disability Services and Employment Services teams</li> </ul>
Sunnyfield employees (Supported and non-supported)	<ul style="list-style-type: none"> <li>• Take the time to read and understand this Policy and supporting procedures.</li> <li>• Adhere to the policy and procedures at all times.</li> <li>• Attends all delivered training, demonstrating learnt skills</li> <li>• Fosters and encourages the full human rights of clients within their specific roles and the services they deliver.</li> <li>• Demonstrates an Active Bystander approach – They speak up when they see or hear something that negatively impacts a client’s rights</li> </ul>

## 6. Related documents

### **Sunnyfield Policies:**

- Prevention of and Responding to Allegations of Abuse, Assault, Neglect or Exploitation of Sunnyfield Clients
- Privacy
- Code of Conduct
- Risk Management

### **NDIS Policies**

- Code of Conduct
- Quality Indicators for NDIS Practice Standards (November 2021)
- NDIS Quality and Safeguards Commission Act 2018
- NDIS Act 2013

### **Other**

- United Nations Convention on the Rights of Persons with Disabilities (CRPD)

# Individual (Client) Rights Policy



## Plain English Summary

### **At Sunnyfield we support clients to:**

- Make their own choices.
- Make their own decisions, including decisions that involve risk.
- Have their own opinions.
- Share their ideas.
- Be supported by an advocate or decision supporter.

### **All Sunnyfield services and supports:**

- Respect each client and their:
  - Privacy
  - Dignity
  - Confidentiality
- Are free from discrimination.
- Are legal, ethical, safe, and high quality.
- Communicate with clients in ways that are appropriate for them.
- Actively protect clients from mistreatment, neglect, abuse and violence.
  - We keep clients safe through: policies, procedures, practices, training and the Safeguarding and Assurance Team

### **All Sunnyfield employees:**

- Respect and honour all the ways in which clients are individuals. Including their:
  - disability
  - culture
  - ethnicity
  - language
  - class
  - age
  - faith
  - gender identity
  - socio economic status
  - gender expression
  - sexual orientation
  - intersex status
- Actively
  - Engage clients in their day to day services (including plans and reviews).
  - Respond to client needs.
  - Collaborate with clients and their circles of support to achieve their goals.
  - Follow and implement client plans, interventions, strategies or protocols.
- Act professionally at all times and maintain professional boundaries.
- Acknowledge clients have a right to engage in consensual intimacy and consensual sexual expression.

# Individual (Client) Rights Policy



## Easy English Summary

### What is this information about?



This information will help you understand your **rights** while getting services from Sunnyfield.

Hard or tricky words are in **blue**



You can ask for help to read this information.

## What are rights?



A **right** is something a person

- Can be
- Can do
- Can have



People with a disability have rights.

The rights of people with a disability should be **respected** at all times.



**Respect** means you care about how your words or actions impact a person.

## What are your rights?



Sunnyfield will always respect your rights.

We:

- Listen to you.
- Respect who you are.
- Respect your choices.
- Respect your decisions.



Sunnyfield knows that everyone is different.

You can be yourself with us at Sunnyfield.

You are safe at Sunnyfield.



## How does Sunnyfield support your rights?

Sunnyfield will



- Support you to make your own decisions.

- Communicate with you in ways that you want.



- Support you to do the things you want to do.



- Work with you and:
  - Your family.
  - The people who support you to make decisions.
  - Your advocates.



- Train staff to understand your rights.
- Train staff to keep you safe.



- Make sure you are safe when you are with us



- Keep your information private



Sometimes the law says we have to share your information

This is if the police or the court asks us to, or there are concerns for your safety.

## Who to ask for help?



You can always talk to us about:

- Your rights.
- Your questions.
- Your Sunnyfield services.



To get help you can:

- Ask your worker
- Call **1300 588 688**



- Email

[enquiries@sunnyfield.org.au](mailto:enquiries@sunnyfield.org.au)

