

Rights and Responsibilities



Purpose

Achieve Australia recognises all people with disability have human and legal rights which should always be respected. We promote and protect those rights as an integral component of each and all its services. We are committed to ensuring that the people we support (clients) are made aware of their rights and responsibilities and supported to exercise them.

It is based on our commitment to ensure

- that rights of people with disability are upheld during the planning and provision of services
- that we actively prevent abuse, harm, neglect and violence
- that all staff identify and meet their duty of care to clients, while recognising people's right to make informed choices and take calculated risks
- our role in advocating on behalf of clients, their family members and carers, and our commitment to ensuring each person has a third party, independent of Achieve Australia, to represent their interests
- that we respect people's rights of freedom of expression, self-determination and decision-making
- that we respect people's right to privacy of their personal information
- that all staff are aware of forms of independent advocacy and respond effectively to the involvement of advocates on behalf of clients.

Scope

This policy applies to all paid staff, contract workers, temporary agency workers, and volunteers. Staff are expected to be familiar with and apply this policy in all their actions.

Legislative Context

- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- Anti-Discrimination Act 1977 (NSW)
- Community Services (Complaints, Appeals and Monitoring) Act 1993 (NSW)
- Guardianship Act 1987 (NSW)
- Disability Inclusion Act 2014

Reference Documents

- United Nations Convention on the Rights of Persons with Disabilities
- Achieve Australia Customer Charter of Rights and Responsibilities

Policy Owner	Operations Executive
Approved By	Chief Executive Officer
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