



# JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

<b>St 1b</b>	<b>CLIENT RIGHTS AND SERVICE CHARTER</b>
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<b>Applies to:</b>
<b>Specific responsibility:</b>

<b>Version:</b>
<b>Date approved: 5 Aug 2014</b>

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	NDIS Practice Standards
Legislation or other requirements	Disability Services Act
Contractual obligations	National Disability Insurance Agency

## POLICY STATEMENT

Jumbunna is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Jumbunna understands and supports the principles of fairness and human rights in all aspects of service delivery. It values and supports the identities, cultures, and diversity of its clients. In this way, Jumbunna is committed to treating all clients with dignity and respect, and ensuring that they live free from discrimination, neglect, exploitation, and abuse.

## Procedures

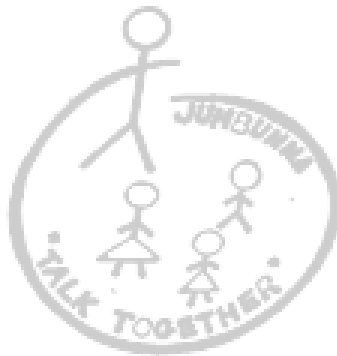
Jumbunna will:

- provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the organisation, the service standards clients can expect and opportunities to provide feedback or make a complaint.
- ensure clients have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- support clients to exercise choice and participate in service delivery and direction
- involve clients in the development of policies and procedures that impact on their service.
- Seek to understand the identity, culture, ability, diversity, beliefs, needs and life experiences of each individual client, supporting them to feel safe, welcome, included and understood;
- Ensure that clients are treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.

At Jumbunna clients are entitled to:

- Participate in decisions about their lives;
- Receive sufficient information about the service and its terms of use;
- Privacy and confidentiality;
- Access information that the service has about them;
- Be treated with dignity and respect;
- Be free from physical, sexual, emotional, and verbal abuse;
- Information on how to lodge a complaint if they are unhappy with any aspect of the service;
- Have complaints dealt with fairly and promptly;
- Be free from discrimination;
- Appeal decisions made about them and to have their appeal dealt with fairly;
- A safe and healthy environment within the service and their facilities; and

Jumbunna Information Book and Service Charter outlines these rights and responsibilities, in a way that is accessible and easily understood by clients and is part of the Enrolment Package.



**DOCUMENTATION**

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Policy Name:	Client Rights & Service Charter	Policy Number:	
Date Approved:	March 2024	Approved By:	Senior Management Team
Date Issued:	Mach 2024	Review Date:	30 June 2025
Version 1.6	This version of the policy was approved March 2024 and replaces the version approved 24 August 2023		