

North West Residential Support Services Inc.
Policies & Procedures
CLIENT RIGHTS

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Contact: Neal Rodwell, General Manager
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NWRSS supports and embraces the Principles and Objectives of the Commonwealth Disability Services Act (1986), the Tasmanian Disability Act (2011) and other relevant legislation, recognising the rights of all clients.

Client's rights at NWRSS include:

1. The right to be treated and accepted as an individual by all employees.
2. The right to develop personal independence, personal choice and personal responsibility.
3. The right to privacy in personal space, records, possessions, relationships and communications.
4. The right to have access to all documents, and records relating to them.
5. The right to be consulted on decisions about daily living arrangements.
6. The right to obtain assistance outside NWRSS, including the services of an advocate to assist in decision making, and implementing grievance procedures.
7. The right to choose a medical practitioner, dentist, therapist, and other services as needed.
8. The right to be treated with dignity and respect, and without harassment, abuse or neglect, including the right to have religious, cultural, sexual and emotional needs and preferences accepted and treated with respect.
9. The right to control personal finances and possessions, and to receive assistance and training to do so.
10. The right to understand the financial commitments associated with being a client of NWRSS.
11. The right to care for themselves to the best of their ability, and the opportunity to learn skills to become more independent.
12. The right to receive services that are:
 - Appropriate to meet expressed and/or assessed needs within the limits of available resources
 - Presented in a sensitive manner
 - Of the highest standard possible with the resources available
 - Up-to-date, comprehensive and accessible
 - Available within a reasonable time frame

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