



Clients' Rights and Responsibilities

SCCTC clients have the right to:

1. **Participate in decisions about their lives**
2. **Be given information about the service and its terms of use**
3. **Privacy and confidentiality**
4. **Access the personal information that SCCTC has about them**
5. **Be treated with dignity and respect**
6. **Be free from physical, sexual, emotional and verbal abuse**
7. **Make a complaint if they are not happy with any aspect of the service and to have such complaint dealt with fairly**
8. **Be able to appeal decisions made about the provision of service to them and to have their appeal dealt with fairly**
9. **Be free from discrimination of all kinds**
10. **A safe and healthy environment within the service**
11. **Full information to make informed life choices**

The active promotion of clients' rights and responsibilities is fundamental to the provision of a quality client service. To ensure that clients are able to exercise their rights and meet their responsibilities, SCCTC will:

- identify the core rights and responsibilities of clients;
- document these in a form that is accessible to clients, Board, employees, volunteers, contractors and consultants;
- inform clients, Board, employees, volunteers, contractors and consultants about client rights and responsibilities;
- support clients, Board, employees, volunteers, contractors and consultants to ensure clients' rights and responsibilities are met.

All of SCCTC's policies are to be consistent with the expectations placed on clients and the rights they have within the service. This information should also inform clients of how to take action if they feel that their rights have not been respected.

SCCTC may develop a Service Agreement with the client which clearly states clients' rights and responsibilities. The content of the Service Agreement will depend on:

- exactly what service is being provided;
- what laws and policies directly relate to this service; and
- the formality and duration of the relationship between the client and the service.

**Authorised by Debbie Blumel CEO
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