



# Client Rights and Service Charter Policy

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## 1. Overview and Purpose

Country & Outback Health (CObH) is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they can 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
- Equal Opportunity Act SA 1984

CObH understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

## 2. Scope

This policy applies across all functions of CObH.

## 3. Roles and Responsibilities

Identify the key people associated with the Policy. If there are responsibilities and/or accountability points in applying this Policy, this is to be stated in this section.

- 3.1. COBH Executive** are responsible for the effective implementation of this policy within CObH.
- 3.2. Direct Line Managers** are responsible for ensuring implementation of this policy within their areas of responsibilities including ensuring that personnel are aware of and adhere to this policy.
- 3.3. All Personnel** All paid or unpaid persons, including board or committee members, volunteers, internal contractors, placements, interns or trainees of, or with CObH are responsible for adhering to policies, procedures and associated work instructions and guidelines.

## 4. Policy Principles

- Provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the organisation, client rights, 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

The Client Information Brochure outlines these rights and responsibilities in a way that is accessible and easily understood by clients. This is made available to clients in hard copy at our offices and is provided to all clients by their clinician/worker when they commence service with Country and Outback Health.

## 5. Associated Document and References

### 5.1. Associated Documents

- Client Information Brochure
- Client Feedback Form (Includes QR code for online forms)
- Improvements and Complaints Form-External-Party
- Client Feedback Procedure
- Complaints Procedure

- Equitable Access Policy
- COBH Diversity Policy

## 5.2. References

Reference Document	Source
National Standards for Mental Health Services 2010	www.health.gov.au
QIC Standards 7 <sup>th</sup> edition	QIP
Age Discrimination Act 2004	www.legislation.gov.au
Australian Human Rights Commission Act 1986	www.legislation.gov.au
Disability Discrimination Act 1992	www.legislation.gov.au
Racial Discrimination Act 1975	www.legislation.gov.au
Sex Discrimination Act 1984	www.legislation.gov.au

## 6. Policy Custodian

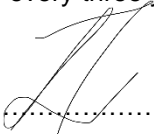
Policies and associated documents are managed by delegated authorities within the organisation and can only be reviewed and changed by that position (and not an individual).

**This document is managed by:**

**The Board of Directors**

## 7. Approval and Review

This policy is approved by the Chair of the Board and is in force until rescinded or altered by this authority, and who must approve any revisions unless otherwise delegated. This policy will be reviewed every three years and will be effective from the approval date.

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**Date:** 30<sup>th</sup> May 2024

Approved by: Chair of the Board

## 8. Publishing

This Policy is a public document.

Public documents are available on the Company intranet for all personnel.

## 9. Revision Record

Date	Version	Revision Description
01/07/2017	1.0	First Version
24/07/2018	2.0	Standard review
10/08/2021	3.0	Updated logo, standard review
30/05/2024	3.1	Standard review name changes on some associated documents