



## **RIGHTS AND RESPONSIBILITIES POLICY**

### **Purpose**

This policy outlines the rights and responsibilities of clients, families/caregivers, and clinicians to ensure services are delivered in a safe, respectful, and ethical manner.

### **Client Rights**

#### 1. Respect and Dignity

- Be treated with respect, kindness, and without discrimination
- Receive culturally safe and inclusive services
- Have identity, values, and preferences acknowledged

#### 2. Safe and High-Quality Services

- Receive evidence-based services from qualified professionals
- Be supported in a safe environment
- Have services tailored to individual needs

#### 4. Privacy and Confidentiality

- Have personal information protected
- Access records where appropriate
- Expect confidentiality unless required by law or consent given

#### 5. Feedback and Complaints

- Provide feedback safely
- Make complaints without fear
- Have complaints addressed fairly

## **Client Responsibilities**

### 1. Respectful Behaviour

- Treat staff with respect
- Avoid aggressive or unsafe behaviour

### 2. Participation and Engagement

- Attend appointments or provide notice – see Attendance and Cancellation Policy
- Engage in therapy
- Support home practice

### 3. Communication

- Provide accurate information
- Inform of changes
- Raise concerns early

### 4. Financial Responsibilities

- Pay fees as agreed
- Understand funding arrangements
- Provide required documentation

### 5. Safety

- Ensure a safe environment
- Supervise children
- Inform clinicians of risks

## **Clinician Responsibilities**

### 1. Deliver Quality Services

- Provide ethical, evidence-based care
- Maintain professional development
- Work within scope

### 2. Respect Client Rights

- Uphold dignity and privacy
- Support choice
- Communicate clearly

### 3. Maintain Safety

- Follow safeguarding requirements
- Report concerns as required
- Maintain boundaries

### 4. Communication and Transparency

- Explain services and fees
- Provide progress updates
- Collaborate with consent

### 5. Complaints Management

- Take feedback seriously
- Respond promptly
- Use feedback to improve

## **Acknowledgement**

By engaging with this service, clients agree to these rights and responsibilities.