

DOCUMENT	CLIENT RIGHTS AND RESPONSIBILITIES POLICY	
AREA	SERVICE DELIVERY	

1. Purpose

This policy outlines Carers SA's commitment to client (carer) rights and responsibilities for service delivery.

2. Scope

This policy applies to employees (including full-time, part-time and casual), students on work experience placement, volunteers and Board members. (For the purposes of this policy, the above will collectively be referred to as Staff).

This policy also applies to Carers SA clients.

3. Policy

As a client of Carers SA you have a right to:

- Be 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.
- Expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
- Be provided with a safe environment to access services or information.
- Choose to use or not to use our services.
- A prompt service.
- Receive accurate and relevant information in a timely manner.
- Request transfer to another staff member.
- Make a complaint about the service received from Carers SA and expect that this complaint will be investigated appropriately and in confidence.
- Access your client files.

As a client of Carers SA you have a responsibility to:

- Be respectful of others, including Carers SA staff, volunteers and other clients.
- Be respectful of the rights of workers to their human, legal and industrial rights including the right to work in a safe environment (including at home visits).
- Be respectful of Carers SA's property.
- Attend the service in a fit state (not under the influence of drugs or alcohol).
- Maintain confidentiality regarding information about other clients or participants in groups or programs conducted by Carers SA.
- Provide accurate information about yourself in order to receive the best care.

4. Related Documents

- Privacy and Confidentiality Policy
- Complaints Policy and Procedure – Carers SA Services

- Inclusion, Diversity and Equity Policy
- Challenging Client Behaviour Work Instruction

5. Related Legislation

- Equal Opportunity Act 1984 (SA)
- Australian Human Rights Commissions Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Gender Equality Act 2012
- Age Discrimination Act 1998
- Anti-Discrimination Act 1998
- Privacy Act 1988
- Privacy Principals

FILING			
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