

# Client Rights Policy

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## 1.0 Purpose

The Women's Housing Company (WHC) Homelessness Support Service (HSS) has a commitment to supporting the legal and human rights of clients.

## 2.0 Scope

For the purpose of this policy all staff employed at the HSS will endeavour to implement the policy and procedures.

### 2.1 Definitions

## 3.0 Policy statement

The HSS is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they are able to exercise those rights as outlined in relevant legislation, including the following:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

### 3.1 The principles of fairness and human rights

The HSS 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.

The HSS will:

- 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 HSS Client Charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

## 4.0 Related Policies and other documents

Code of Conduct

Client Rights and Responsibilities

Equal Opportunity, Discrimination, Harassment and Bullying Policy

HSS Client Charter

<b>Policy Name:</b>	WHC HSS Clients Records Policy		
<b>Version:</b>	V1		
<b>Approved by:</b>	CEO	<b>Issue Date:</b>	August 2022
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