

Purpose

Achieve Australia recognises that people with disability have human and legal rights which should always be respected. We promote and protect these rights as an integral component of how we deliver services and are committed to ensuring that the people we support (clients) are made aware of their rights and responsibilities and supported to exercise them as they wish.

This policy is based on our commitment to ensure

- that rights of people with disability are upheld during the planning and provision of services
- that we actively prevent abuse, harm, neglect and violence
- that all staff identify and meet their duty of care to clients, while recognising people's right to make informed choices and take calculated risks
- we take seriously our role in advocating on behalf of clients, their family members and carers, and our commitment to ensuring each person has a third party, independent of Achieve Australia, to represent their interests
- that we respect people's rights of freedom of expression, self-determination and decision-making as part of our individual support planning processes
- that we respect people's right to privacy of their personal information
- that all staff are aware of forms of independent advocacy and respond effectively to the involvement of advocates on behalf of clients.

Scope

This policy applies to all staff, contractors and volunteers responsible for direct and direct delivery to clients.

Reference Documents

- [NDIS Practice Standards and Quality Indicators](#)
- Achieve Australia Customer Charter of Rights and Responsibilities

Policy Owner	Chief Practice and Quality Officer
Approved By	Chief Executive Officer
Date Approved	01/01/2024