**\*Insert organization name\*** **: CLIENT ACCESS & CONSUMER RIGHTS**

Insert Logo

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| --- | --- | --- | --- |
| Policy Name |  | Version | <<insert number>> |
| Drafted by | <<insert name>> | Approved by Board on | <<insert date>> |
| Responsible person | <<insert name>> | Scheduled review date | <<insert date>> |

ALPHA is committed to providing an excellent service to clients. In doing so, there needs to be a clear understanding of what expectations will help to achieve the best service outcome for each client of ALPHA.

This document outlines the rights for all clients of ALPHA and its staff as well as their respective responsibilities:

**As a service provider ALPHA will ensure to provide:**

* facilities that enable accessibility for all clients including an appropriate layout and design and adequate personal space in communal areas
* access to staff that are adequately trained to carry out their job requirements for service delivery

**All clients of ALPHA have the right to:**

* access all relevant services available across Alpha and to not be denied services on the basis of any form of discrimination
* feel safe at all times
* be shown respect, dignity and consideration at all times
* receive a professional service
* participate in making decisions about the services you receive
* give feedback on the service you have or are receiving and to have your concerns addressed promptly and properly
* accept or refuse services and, where appropriate, be advised of implication or other options available
* have your property or residence treated with respect and care
* be free from mental, verbal, sexual and/or physical abuse, neglect, exploitation, isolation, corporal or unusual punishment
* have confidential treatment of all information, including information
* have access to accurate and easy-to-understand information

**To ensure best service, all ALPHA clients have the responsibility to:**

* observe any signage instructions that may be relevant to the working environment, such as social distancing requirements, non-smoking signs etc.
* Participate in the planning of your service and sign a form recording your consent to that service
* Follow instructions relating to that service
* tell us about any changes in your circumstance or any concerns you have, at any time
* attend appointments that are made for you, or advise in a reasonable time that you are unbale to attend
* discuss any particular cultural needs you would like us to be aware of
* ask questions that you may have, it is our role to assist you and will help with your overall service

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| --- | --- | --- |
| **Dated:** | **Chairperson** | Signed: |
| **Dated:** | **Chief Executive** | Signed: |
| **Related & Linked Documents:**   * ALPHA Employee and Volunteer Management Induction Kit * Anti-discrimination Law <https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law> * Consumer Rights Law <https://www.accc.gov.au/business/treating-customers-fairly/consumers-rights-obligations> * Australian Human Rights Commission Act 1986 <https://www.legislation.gov.au/Series/C2004A03366> * Disability, Discrimination and Other Rights Legislation Amendment Act 2009 <https://www.legislation.gov.au/Details/C2009A00070> | | |