



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

St 1b

CLIENT RIGHTS AND SERVICE CHARTER

Applies to:

Specific responsibility:

Version:

Date approved: 5 Aug 2014

Policy context: This policy relates to

Standards or other external requirements	NDIS Practice Standards
Legislation or other requirements	Disability Services Act
Contractual obligations	National Disability Insurance Agency

POLICY STATEMENT

Jumbunna 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:

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

Jumbunna 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.

Jumbunna will:

- provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the organisation, clients 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.

Jumbunna Information Book and Service Charter outlines these rights and responsibilities, this is part of the Enrolment Package.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Policy Name:	Client Rights & Service Charter	Policy Number:	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		

