



Rights & Responsibilities of TADACT Clients

Clients are the focus of TADACT's operations and it is an underpinning principle that their rights and responsibilities are acknowledged and promoted as service users. However, clients also have responsibilities to the organisation of which they should be aware.

TADACT's clients have the following rights:

- Clients, or with their permission, their representative has access to all relevant personal information held by TADACT;
- In cases where a client has a legal guardian or advocate, the rights of the guardian or advocate are acknowledged to the extent stipulated in the guardianship or advocacy arrangements;
- The client and, with their permission, their carer/s, are to be involved in decisions regarding their assessment and project management. They are to be made aware of all the options available, and any fees to be charged;
- Consumers are to be made aware of the standard of service that they can expect. Services are to be provided in a safe manner which respects the dignity and independence of the client, being responsive to the social, cultural and physical needs of the client and, where relevant, to the needs of the carer;
- Consumer access to services is to be decided only on the basis of need and the capacity of TADACT to meet that particular need. Clients have the right to decline a service and to do so will not prejudice their future access to services;
- Clients have the right to register their dissatisfaction with the service they are receiving without fear of retribution;
- A client's complaint will be dealt with fairly, promptly and without retribution. The client may involve an advocate of their choice to represent their interests;
- Clients' views will be taken into account in TADACT's planning and evaluation processes;
- The client's rights to privacy and confidentiality will be respected;

TADACT's clients have the following responsibilities:

- Clients have the responsibility to advise TADACT Disability Service if they will not be in attendance when a home visit has been arranged;
- Clients are expected to act in a way that respects the rights of other clients, volunteers and TADACT staff;
- Clients are to take responsibility for the results of the decisions and choices that they make;
- Clients are to make appropriate contributions of relevant information, and of feedback as to the suitability of proposed solutions to their needs during the service delivery process;

- Clients will be provided with a written statement of the capabilities and limitations of TADACT Disability service sourced equipment and are responsible for any consequences due to the misuse or inappropriate use of the equipment.

Reviewed Annually