

Client Rights and Responsibilities

The Client Rights and Responsibilities Statement applies to all clients of Peak Plan Management.

It includes information about being a client, privacy, advocacy services and feedback and complaints. Outlined are our responsibilities to you, and your client rights.

Privacy

When you are a client of Peak Plan Management, we will keep information about your case on file so that we can assist you in the best possible manner. Peak Plan Management models their Privacy Policy on the Privacy Act 1988 (Cth) and the Australian Privacy Principles. You can read our Privacy Policy on the Peak Plan Management website or ask a staff member for a copy.

Rights and Responsibilities

Peak Plan Management aims to uphold the rights of people with disabilities, including the right to dignity and respect, and to live free from abuse, exploitation and violence.

As a client of Peak Plan Management you have the **RIGHT** to:

- Exercise choice and control in the service you receive
- Be treated with respect and dignity
- Participate in, and make informed decisions about your service
- Receive services by yourself, or with a carer, family member, friend, advocate or interpreter
- Take reasonable risks (Dignity of Risk)
- Have your concerns and complaints responded to in a timely manner
- Lodge a formal complaint if you are not satisfied with the response received
- Only have your personal and sensitive information shared if you give Consent
- Be treated in a sensitive and non-discriminatory manner which considers your cultural needs

As a client of Peak Plan Management, you have the **RESPONSIBILITY** to:

- Consider the opinions and skills of professionals and other staff who provide assessment, individualised planning, support and care of the consumer
- Cooperate, as far as possible, with any reasonable programs of assessment, planning, support and care of the consumer
- Be respectful to staff of Peak Plan Management

Client Safety

Peak Plan Management are committed to the safety of all of our clients, in accordance with the Peak Plan Management Code of Conduct and the Child Safe Standards. Peak Plan Management have zero tolerance of abuse towards any client. Clients with any concerns relating to abuse should immediately speak to a staff member. Peak Plan Management recognise the role of carers, family members, friends and advocates in upholding the rights of people with a disability.

Contacts

Office of the Public Advocate Ph: 1300 309 337

Commission for Children and Young People (Victoria) Ph: 1300 782 978

Office of the Australian Information Commissioner Ph: 1300 363 992

National Relay Services Ph: 1800 555 667

Translating and Interpreter Services Ph: 131 450