

# **WWILD – SVP Association Inc.**

## **POLICY AND PROCEDURES**

### **CLIENT RIGHTS POLICY**

**REVIEWED SEP 2020**

**NEXT REVIEW DUE SEP 2022**

#### **Policy**

WWILD is committed to upholding, promoting and protecting the human rights of people with Intellectual disabilities. People with Intellectual disabilities have the right to participate as equal citizens across all spheres of life. WWILD works at multiple levels to eliminate discrimination and promote community awareness so that people with Intellectual Disabilities can exercise their fundamental human rights. As stated in the *United Nations Convention on Rights of Persons with Disabilities, 2006*, these rights include;

- Equality – the right to be treated as equal citizens
- Safety – freedom from violence, exploitation, abuse and neglect
- Home and Family – the right to be part of a family and to start one
- Right to privacy
- Inclusion in the community – independent living, education, employment and health
- Access to participation – in public, political, cultural and leisure

The Queensland Human Rights Act 2019 also protects the following rights:

- recognition and equality before the law
- right to life protection from torture and cruel, inhuman or degrading treatment
- freedom from forced work
- freedom of movement
- freedom of thought, conscience, religion and belief
- freedom of expression
- peaceful assembly and freedom of association
- taking part in public life
- property rights
- privacy and reputation
- protection of families and children
- cultural rights—generally
- cultural rights—Aboriginal peoples and Torres Strait Islander peoples
- right to liberty and security of person
- humane treatment when deprived of liberty
- fair hearing
- rights in criminal proceedings
- children in the criminal process
- right not to be tried or punished more than once
- retrospective criminal laws
- right to education
- right to health services

WWILD is committed to self-determination which ensures that clients have choice and decision-making power into individual issues, needs, and goals. WWILD values client's expertise and input which inform the processes of the service.

## **Procedure**

WWILD workers develop positive relationships with people with intellectual disabilities underpinned by human rights, equality and respect. This includes;

- Demonstrating unconditional positive regard to each individual who accesses the service and placing people before their disability.
- Supporting people to exercise self-determination, decision making and choice to address individual needs, issues and goals.
- Promoting active participation in service delivery and formal decision-making processes, such as membership of WWILD-SVP Association Inc., participation in advisory committees and focus groups, and informal and formal evaluations which inform the work of the service.
- Providing a safe environment free from violence, abuse, exploitation and neglect.
- Providing information to clients about Rights, Complaints Procedure, Confidentiality and Privacy in easy English formats and laminated posters on the walls for easy access for clients.
- Facilitating inclusion and active participation in all spheres of life, including, family, friendships, education, employment, cultural and leisure pursuits.
- Promoting equality before the law by addressing barriers to accessing justice.
- Working to eliminate discrimination against people with Intellectual disabilities and address barriers to human rights through community education, developing community resources and systemic advocacy.
- Ensuring provision of interpreters for people who use Auslan or speak a language other than English if the client so wishes.
- If a client is denied access to an interpreter to access a service provided by a Queensland Government agency or a funded service they may make a complaint in the first instance to the Queensland Government agency or organisation providing the service.

## **Policy and Legislation**

*Queensland Human Rights Act 2019*

*Queensland Language Services Policy and Guidelines (2016)*

*Convention on the Rights of Persons with Disabilities 2006*  
*National Disability Strategy 2010-2020*  
*Anti-Discrimination Act 1991*  
*Commonwealth Disability Discrimination Act 1992*  
*Commonwealth Disability Services Act 1986*  
*Queensland Disability Service Standards 2010*  
*Disability Services Act 2006*  
*United Nations Declaration on the Rights of Disabled Persons 1975*

## **References**

### **Anti-Discrimination Act 1991**

[www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrA91](http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrA91)

### **Commonwealth Disability Discrimination Act 1992**

<https://www.legislation.gov.au/Details/C2016C00763>

### **Commonwealth Disability Services Act 1986**

<https://www.legislation.gov.au/Details/C2018C00146>

### **National Disability Strategy**

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020>

### **Queensland Human Rights Act 2019**

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2019-005>

### **Human Services Quality Framework**

<https://www.communities.qld.gov.au/industry-partners/funding-grants/human-services-quality-framework>

### **United Nations Convention on the Rights of Persons with Disabilities 2006**

<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

