



# Your Best Life Disability and Health Services Client Rights and Service Charter

14 August 2023

## Introduction

Your Best Life Disability and Health Services (YBLDHS) is committed to developing an organisational culture that supports the legal and human right of all clients.

YBLDHS understands and supports the principles in fairness and human rights all aspects of service delivery. The organisation will ensure that the services are provided in an environment that is free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

Your Best Life Disability and Health Services (YBLDHS) 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; opportunities to provide feedback or make a complaint; and information on incident management.
- 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.

YBLDHS client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

## Our Charter

- To empower and provide evidence-based supports to children, teens, and adults to deal with life's challenges through person-centred therapeutic supports, including mental health services, in a safe and supportive environment
- To empower NDIS clients to use their NDIS plans well through our experienced and knowledgeable team offering personalised services and guaranteed same-day invoice processing
- To support people to achieve their independent living and community participation goals
- To continue to be a strong and financially sustainable company that invests in our people, systems and services
- To build the capacity of our community through the provision of health, disability, and human services that improve quality of life

### 1. What Your Best Life Disability and Health Services (YBLDHS) does

- YBLDHS provides therapeutic and disability support services across the Sunshine Coast, Gympie and Moreton Bay council areas
- Services are provided for mild, moderate and severe disabilities and health conditions including mental, emotional and behavioural conditions.
- YBLDHS is a registered NDIS Provider.
- YBLDHS is registered for Medicare and private health funds.
- YBLDHS provides services under contract from funding organisations such as North Coast Aboriginal Corporation for Community Health.

## **2. Services available to clients, including the opening hours and service locations**

- YBLDHS provides services for Psychology, Occupational Therapy, Speech Therapy, Physiotherapy, Positive Behaviour Support, Plan Management, and Independent Living and Community Participation through Disability Support Workers.
- Centres are currently located in Nambour, Kawana, Maroochydore, Caboolture, Gympie and Morayfield. Outreach services are provided in community settings including homes, schools, community centres and rented consulting rooms.
- Employees provide a wide range of assessment, interventions and supports for clients and their families.
- The goals of therapy are generally decided by the client and NDIS before the client presents to YBLDHS as a NDIS service provider. Employees work with clients and their support networks to develop ideas for achieving those goals.
- YBLDHS assists in obtaining specialised equipment to assist with feeding, bathing, mobility, seating, communication, and other needs.
- Services can be provided as individual sessions, family sessions, group programs, telehealth, training sessions, and other modalities as requested.
- All of our interventions and programs are evidence-based and nationally recognised.
- Therapy and plan management services are generally provided between 8am and 5pm Monday to Friday, but can be scheduled for times outside of these hours.
- Independent Living and Community Participation services are provided 24/7 according to our Service Agreements with individual clients as funded by the NDIS or other source.

## **3. How to contact YBLDHS**

Clients can contact YBLDHS by phone, fax or email to make an appointment. Contact details are listed on our website.

## **4. Standards of service that clients can expect from our organisation**

YBLDHS is a registered service provider under the National Disability and Insurance Scheme and is accredited under the NDIS Quality and Safety Commission. We adhere to the NDIS Standards when delivering services.

## **5. Client rights and responsibilities**

YBLDHS clients have the right to:

- participate in decisions about their lives and make informed choices
- be given information about the service and its terms of use
- privacy and confidentiality
- access the personal information that YBLDHS has about them
- be treated with dignity, courtesy and respect
- be free from physical, sexual, emotional and verbal abuse
- provide feedback or make a complaint if they are not happy with any aspect of the service and to have such complaint dealt with fairly

- be able to appeal decisions made about the provision of service to them and to have their appeal dealt with fairly
- be free from discrimination of all kinds
- a safe and healthy environment within the service

The active promotion of clients' rights and responsibilities is fundamental to the provision of a quality client service. To ensure that clients are able to exercise their rights and meet their responsibilities, YBLDHS will:

- identify the core rights and responsibilities of clients
- document these in a form that is accessible to clients, Board, CEO, employees, volunteers, contractors and consultants
- inform clients, Board, CEO, employees, volunteers, contractors and consultants about client rights and responsibilities
- support clients, Board, CEO, employees, volunteers, contractors and consultants to ensure clients' rights and responsibilities are met.

All of YBLDHS policies are consistent with the expectations placed on clients and the rights they have within the service. This information should also inform clients of how to take action if they feel that their rights have not been respected.

YBLDHS will develop a Service Agreement with the client that clearly states clients' rights and responsibilities. The content of the Service Agreement will depend on:

- the service to be provided
- relevant laws and policies
- the formality and duration of the relationship between the client and the service.

## **6. Opportunities for feedback and participation**

- Clients may provide feedback to therapists, support workers or plan managers during conjoint service planning and review meetings held annually or more frequently as required.
- Clients are provided with opportunities to participate and provide feedback in a range of formats that suit them as outlined in the YBLDHS Complaints Information Sheet.
- Clients may contact staff members or management personnel by phone or email outside of scheduled sessions or support service times.
- An annual client survey is conducted to gather additional information about service experiences.

## **7. Process for making complaints**

- Clients may make a complaint about employees or services delivered by YBLDHS.
- Clients may access *Complaints Process* on our websites for further information about how to lodge a complaint and the process for responding to a complaint.
- Forms for lodging complaints are provided upon request or by completing the feedback form on our websites.

## **8. Incident management**

- YBLDHS will ensure that incidents that occur in the workplace, as well as incidents that happen in relation to the provision of services, are managed consistently and effectively, and that workers can identify, manage, report and resolve incidents.
- Workers must report incidents to various agencies and persons based on the following priority system:
  - for serious incidents, workers must first contact emergency services such as the police and ambulance service
  - workers must report all incidents internally to their Manager, who will inform the CEO;
  - if it is determined that the incident is serious, the CEO is responsible for notifying families, guardians and advocates of the client
  - if an incident is a Reportable Incident or a Notifiable Incident, the CEO will notify the relevant external body within the expected timeframe of the external body.
- Throughout the incident management process, from initial response through to review, clients will be supported by the organisation through means of:
  - reassurance if the client reported the incident;
  - trauma and counselling services where required;
  - changes to regular supports if necessary;
  - clear, ongoing communication regarding the progress and outcomes of the investigation.
- Clients will be involved in the management and resolution of the incident where appropriate.

## **9. Opportunities to exercise choice and to participate in service decisions**

- Clients are provided with opportunities to exercise choice and to participate in service decisions during service planning and review meetings.
- Clients may also exercise choice and participate in service decisions at any point in time by expressing their view or making a request.
- Immediate efforts will be made to meet any reasonable request that is within the resources and capability of the YBLDHS and within the client's funding package/guidelines.

## **10. Support provided to clients to enable them to make choices and participate**

Support provided on request to clients to enable them to make choices and participate, includes:

- the use of interpreters
- advocates
- written materials in a variety of community languages
- culturally appropriate service strategies.

## **11. How clients will be made aware of the charter**

Clients can access this charter via the company's website as part of their Welcome Pack.