

Client Rights & Responsibilities Information Sheet



Rights Statement

As someone who is using the services of Richmond Fellowship Queensland (RFQ), you have a number of rights that reflect the service standards of RFQ and its funders, and the *RFQ Staff Ethical Code and Guidelines*.

These include the **rights** to:

- be treated with courtesy and dignity and in accordance with RFQ's values;
- access RFQ services based upon your needs, available resources and the service's eligibility criteria
- access to a staff member of your own gender, wherever possible, if that is your choice;
- receive services that meet your needs and personal goals in the least restrictive way possible within available resources;
- participate actively in making decisions and exercising choice in relation to RFQ services, including planning, implementation and evaluation;
- receive accessible information and support from the organisation;
- an independent person of your choice to support you in your interactions with RFQ;
- receive support to engage in community roles and activities as a valued member of society;
- pursue any complaint in relation to RFQ services with adequate support from the organisation without fear of any recrimination or your services being discontinued;
- receive services that are just, safe and do not expose you to abuse, neglect, harassment or exploitation;
- receive professional, thoughtful and skilled services that work collaboratively on your personal recovery; and
- privacy and confidentiality in relation to your personal information.

Responsibilities Statement

As someone who is using the services of RFQ you have a number of responsibilities.

These include the **responsibility** to:

- treat RFQ staff members with courtesy and dignity and in accordance with RFQ's values;
- work in collaboration with your support workers;
- communicate openly and honestly with RFQ staff about your support needs and other matters relating to your support; and
- provide your consent for RFQ to work in collaboration with other stakeholders who will be beneficial to your support.