

### Policy Details

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### Purpose

Rise is committed to upholding the human rights of people we support and ensuring they can exercise those rights. At Rise we understand and support recognition, freedom, liberty, security, and dignity in our approach to service provision. We are committed to work to ensure that our services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

### Policy

At Rise, we believe that our clients are entitled to:

- exercise choice and control over their life.
- be treated with dignity and respect.
- be free from physical, sexual, emotional, and verbal abuse.
- be informed on their rights, in a manner which is understandable.
- be free from discrimination and have their uniqueness and diversity celebrated.
- understand information to make informed choices.
- their rights being free from influence by the support and service choices of others.
- privacy and confidentiality.
- access information that we have about them.
- receive information about our service and terms of use.
- question decisions made about them and to have their concerns dealt with fairly.
- receive information on how to lodge a complaint in the event that they are unhappy with any aspect of our service.
- have complaints dealt with fairly and promptly.
- a safe and healthy environment within our service and our facilities.
- respect of their autonomy, right to privacy, intimacy, and sexual expression.
- be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.

### Procedure

Rise will:

- provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the

organisation, the service standards clients can expect and opportunities to provide feedback or make a complaint.

- endeavour to involve clients in the development of policies and procedures that impact on their service.
- employ skilled staff and have systems and processes in place to ensure that staff understand, promote, and protect human rights.
- take all allegations of abuse, harm, and neglect seriously and respond according to best practice and the law.
- uphold any other specific human rights requirements of our funding standards.

## Related Documents

- Decision-Making and Choice Policy
- Whistleblower Policy
- Reporting of Abuse or Neglect of Clients Policy
- Complaints and Feedback Policy
- Privacy Policy