



## 2025 RIVERSIDE ACCESS

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# STATEMENT OF RIGHTS & RESPONSIBILITIES

### **PURPOSE**

The purpose of this document is to inform young people of their rights and responsibilities when they are receiving services delivered by Riverside Access, so they can be confident in exercising those rights and fulfilling their responsibilities.

### **OBJECTIVE**

The objective of this procedure is to communicate mutual expectations at the time that the young person becomes a client of Riverside Access' youth services.

### **SCOPE**

This procedure applies to prospective, current and former clients of all youth services delivered by Riverside Access, the staff engaged by Riverside Access to deliver those services, and the company itself.

### **BACKGROUND**

Riverside Access delivers services for youth that ensure the individual's human rights are respected and that they are included in decisions and provided with choice about the services they receive. The desired outcome of youth services delivered by Riverside Access is that the safety, wellbeing and independence of young people is enhanced so they can maximize their potential to achieve a successful adult life. The need to promote respect for the rights of clients of Riverside Access youth services arises from the nature of the relationship developed with Riverside Access staff. Young people can come to rely significantly on the services delivered by Riverside Access to improve their quality of life, access education and develop life skills. The nature of this relationship imposes both legal and ethical obligations on service providers and requires that services are responsive to the best interests and changing needs of each individual client.

### **CLIENT RIGHTS INCLUDE:**

- Be treated fairly and with respect by all Riverside Access employees and other clients
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Be at the centre of decisions made about their future and the nature of services provided
- Be able to involve an advocate of their choice at any stage of service delivery
- To receive good quality services in a professional manner
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Have their personal details and records kept private and secure according to Riverside Access' privacy policy and relevant legislation

- The right to determine who else might access, or be provided with, personal information
- Access any information Riverside Access holds about them, including their records
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive programs and support services that meet their individual needs
- Be given clear and accurate information about their learning, progress and outcomes
- Provide feedback to Riverside Access, on the client services and support they received

### **CLIENT RESPONSIBILITIES INCLUDE:**

- Treat all others with fairness and respect and to not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all policies and procedures as directed by Riverside Access employees
- Report any perceived safety risks as they become known
- Not possess any articles or items that may threaten the safety of self or others
- Notify Riverside Access if any of their personal information or contact details change
- Provide relevant and accurate information to Riverside Access in a timely manner
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or cheating
- Hand in all assessment tasks, assignments and other evidence of their work on time
- To accept the outcomes/consequences of decisions they make

### **RIVERSIDE ACCESS RESPONSIBILITIES INCLUDE:**

- To enhance and respect the dignity of the client
- To inform clients about options for support
- To inform clients of their rights and responsibilities
- To involve the client in the assessment of their needs and the development of any individual learning plan
- To negotiate with the client before a change is made to the service being provided
- To be responsive to the diverse social, cultural and physical experiences and needs of clients
- To inform the client about the services to be delivered
- To inform the client of the standards to expect in relation to the services they may receive
- To respect the privacy and confidentiality of the client
- To allow the client access to their personal information held by the provider
- To deliver services to the client in a safe manner
- To deal with a client's complaint/s fairly and promptly and without retribution
- To mediate and attempt to negotiate a solution if conflict arises in the provision of a service
- To accept the client's choice and involvement of an advocate to represent the client's interests
- To take into account the client's views when planning, managing and evaluating service provision.