

Community Services – Client Rights and Responsibilities

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DOCUMENT TITLE: SJQ Community Services – Client Rights and Responsibilities			

DOCUMENT APPROVALS			
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Version	Issue Date	Details of Changes	Author
1	25/08/2023	Initial Issue	Jasmin Higlett
2		Updated to comply with the Aged Care Act 2024	Jasmin Higlett

1. Purpose – what is the purpose of the policy?

The purpose of this policy is to ensure that all St John QLD community services clients are aware of their rights and responsibilities. St John QLD clients have the right to feel safe, expect a professional and confidential service, and the right to expect that information about them is managed appropriately.

2. Scope – who does it apply to?

This policy applies to all St John QLD team members delivering or overseeing services provided on behalf of St John QLD Community Services.

3. Policy Statement

St John QLD staff live and work by the organisation values of Humanity, Excellence, Respect & Integrity, Diversity, and Collaboration & Innovation. St John QLD fosters a diverse and inclusive community where people are respected and enabled to make informed choices about the type of care they receive in order to live their lives as they choose – regardless of age, culture, religious beliefs or sexual orientation.

As St John QLD provides services funded by different Government bodies, there are various client rights, responsibilities and standards that St John QLD are required to uphold. This includes the Statement of Rights (as per the Aged Care Act 2024), Aged Care Code of Conduct, Human Services Quality Framework, United Nations Convention on the Rights of Persons with Disabilities, Queensland Anti-Discrimination Act 1991 and the Queensland Human Rights Act 2019.

4. St John QLD Responsibilities

It is the responsibility of all St John QLD staff, volunteers, subcontractors and associated providers to respect the rights of clients and to maintain client confidentiality according to all legislative and regulatory requirements.

5. Client Rights

All clients have the right to:

- Safe and high-quality care and services
- Be treated with dignity and respect
- Have their identity, spirituality, culture and diversity valued and supported
- Live without abuse, neglect, exploitation and violence
- Be informed about their care and services in a way they understand
- Access information about them, including information about their rights, care and services
- Have control over and make choices about their care, and personal and social life, including where the choices involve personal risk
- Have control over, and make decisions about the personal aspects of their daily life, financial affairs and possessions
- Stay connected to important people, pets and culture
- Their independence
- Be listened to and understood
- Have a person of their choice, including a registered supporter, representative or an advocate to support them or speak on their behalf
- Complain free from reprisal, and to have complaints dealt with fairly and promptly
- Have their privacy respected and personal information to be kept confidential, and to be in control of who this information is shared with
- Exercise their rights without it adversely affecting the way they are treated

6. Client Responsibilities

To ensure optimal service experience, the expected responsibilities of clients include:

- Treat all St John QLD team members and volunteers with respect and courtesy
- Advise St John QLD if their circumstances change, including one off cancellations of service, suspension of services, or termination of services.
- Advise St John QLD of any changes to their information, including goals, health status, funding eligibility and contact details.
- Provide staff with relevant information in order to provide and safe and quality service.
- Observe safety procedures to ensure a safe environment for everyone.
- Maintain the confidentiality and privacy of staff and other service users, particularly in a group setting.
- Maintain any personal mobility aids or equipment to ensure it does not pose a risk to the client themselves, others, or St John QLD team members.
- Make timely payment of any applicable fees or contributions, or negotiate alternative arrangements for the payment of fees or contributions.

7. Informing clients of their rights and responsibilities

All St John QLD clients must be informed of their rights and responsibilities before commencement of services.

Client rights and responsibilities are listed in the Client Handbook which must be provided to the client upon registration (either by post or electronically). Clients can also request a copy of the Client Handbook to be provided to them (hardcopy or electronically) at any time. A copy of the Client Handbook can also be found on the St John QLD website.

St John QLD staff will explain to clients and/or their support person, their rights and responsibilities and ensure the client has understood the information provided before proceeding with service provision.

Commonwealth Home Support Programme (CHSP) clients are also provided with a copy of Aged Care Statement of Rights. Under the Aged Care Act 2024, St John QLD is legally obliged to deliver services in line with these rights.

8. Acknowledgement

St John QLD team members acknowledge and agree to adhere to the expectations outlined in this policy.

9. Non-compliance

Any breach of the obligations contained in this policy may result in disciplinary action being taken up to and including termination of employment in line with the SJQ Counselling and Disciplinary Procedure.