

## Policy Details

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Approved by:	Policy Committee	Last Modified:	November 2024
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## Purpose

Rise will ensure to uphold and respect the rights of the people we support, including the right to dignity and respect; to exercise choice and control; to live free from discrimination, violence, all forms of abuse, neglect, free from the influence of others, and exploitation; and to participate fully in the community.

## Policy

At Rise, we will ensure clients:

- are informed of their rights, in a manner which is understandable.
- are communicated with and provided information in their preferred way to support decision making.
- are provided an environment where restrictive practices are only used as a last resort and in the least restrictive form.
- can access information that we have about them.
- receive information about our service and terms of use.
- can question decisions made which impact them and have their concerns or complaints dealt with fairly and promptly.
- receive information on how to lodge a complaint in the event they are unhappy with any aspect of our service.
- have a safe and healthy environment within our service and our facilities.
- have their autonomy, right to privacy and confidentiality, intimacy, and sexual expression respected.
- are treated in a professional, courteous manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.

## Related Documents

- [Decision-Making and Choice Procedure](#)
- [Whistleblower Policy](#)
- [Reporting of Abuse or Neglect of Clients Policy](#)
- [Complaints and Feedback Policy](#)
- [Privacy Policy](#)
- [Incident Management Procedure](#)
- [Rise Code of Conduct](#)