



Client Rights and Responsibilities

At First Peoples Disability Network, we work for the recognition, respect, protection and fulfilment of the human rights of First Peoples living with disability and their families. We follow the human rights framework established by the United Nations **Convention on the Rights of Persons with Disabilities**, to which Australia is a signatory, and the United Nations **Declaration on the Rights of Indigenous Peoples**.

When you use FPDN's Services, you have the right to:

Feel safe and be treated with dignity and respect

Make decisions about your advocacy support and who is involved

Be given accurate and relevant information

Have your personal information kept private and confidential

Make a complaint or provide feedback at any time

To seek independent advice or support to make a complaint or provide feedback

When you use FPDN's Services, you have the responsibility:

Treat FPDN Staff and volunteers with respect and dignity

Provide your Advocate with all relevant information about your case

Let us know if your circumstances change

Understand that, although FPDN will act in your best interest and provide the most accurate information we can, we may not be able to achieve the outcome you seek

While we champion your rights, our service does not provide legal, case management, or counselling support



National Standards for Disability Services (NSDS)

FPDN are certified against the National Standards for Disability Services, which are a set of six standards which help to promote a nationally consistent approach to improving the quality of services. They focus on rights and outcomes for people with disabilities.

This is what the National Standards for Disability Services means for our clients:



1. Rights

I can make choices about how I access FPDN. When I use FPDN's service, I am respected and feel safe.



2. Participation and Inclusion

I am supported to reach my goals with the support of FPDN.



3. Individual Outcomes

FPDN's service builds on my strengths and supports me to reach my goals.



4. Feedback and Complaints

I know that I can speak up about FPDN's service by providing a complaint, feedback, or suggestions for improvement. I can contribute to improving the service. I know how to access independent support and advice when providing feedback or making a complaint.



5. Service Access

I understand the services FPDN offers; access to FPDN is fair and equal and I am supported with other options when I can't access FPDN.



6. Service Management

I feel more confident to speak up when I have Advocacy support.