Handout 6 - Client Rights and Responsibilities

The Case Worker and the client are accountable to each other in a variety of ways because each has responsibility to work toward the goals that have been agreed to in the Case Plan and to undertake tasks associated with reaching these goals.

Rights of the Client

The rights of the clients include:

- Respect regardless of culture or history
- Self determination - this includes making choices about the services they will use and when they will exit these
- Professional and appropriate assistance
- Privacy and confidentiality
- Access to information written by the Case Worker about themselves
- Access to complaint procedures if the are unhappy about the service they are receiving

Note: These rights can be overridden by statutory demands placed upon the Case Worker by laws concerning child protection, mental health and criminal behaviour.

Responsibilities of the Client

The responsibilities of the client include:

- Demonstrate respect to the Case Worker regardless of their culture or background
- To participate in the decisions and actions that effect their lives
- To behave in a manner which does not pose any real or perceived physical or emotional threat to the Case Worker other staff or clients
- To take responsibility for agreed actions
- To provide relevant information to assist in their case plan
- To assume responsibility for the outcome of the decisions they make

For more details about client rights see the Carmen Poldis Community Centre Policy and Procedures Manual 1.