



1.0 Policy Statement

Peckys Limited is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

1.1 Peckys Limited understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

Peckys Limited will:

- Provide easily understood and accessible information to all clients at service commencement;
- Ensure clients have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- Support clients to exercise choice and participate in service delivery and direction
- Involve clients in the development of policies and procedures that impact on their service.

1.2 Peckys Limited provides a client service charter which outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

1.3 The charter outlines:

- Organisational Vision Statement
- Mission Statement
- Organisational Values
- The Services we provide
- Client related policies and procedures

Forms

- Consent form
- Complaint forms