



## **Service User Policy: Your Rights and Responsibilities**

### **Introduction**

STAR has a number of service user policies that help us do our job in a way which is fair. This policy is about your rights and your responsibilities when you are using STAR's advocacy support.

### **Your Rights**

- You have a right to privacy for any meetings and in regard to your files
- You have the right to be treated with dignity and respect
- You can make complaints about STAR services or staff

We will work with you to decide on the advocacy action we will take with and for you.

### **Your Responsibilities**

You must treat with dignity and respect STAR staff, Committee Members, volunteers or visitors to our office.

Sometimes people can be upset when working on advocacy issues. It's important to remember to always talk about it if you are feeling upset and behave appropriately with STAR staff and volunteers no matter how upset you feel. STAR staff and volunteers will do their best to support you to deal with how you are feeling.

### **Additional information about how we work**

People seeking advocacy support from STAR will be treated fairly. However when a number of requests are received at the same time priority will be given to those deemed to be at highest risk, in the most need and/or unable to advocate for themselves. Access to services will also depend on resources available at the time.

People unable to be provided with immediate support will wherever possible be referred or linked to other support services or networks.

Our advocacy support will cease when

- You no longer need our support
- The problem has been resolved or you agree that after discussing all available options with your advocate that the outcome you want is not realistically achievable.
- STAR has referred you to more appropriate or alternate services

More information can be found in the STAR Individual Needs service user policy.

## **Complaints**

If you are not happy with the work we are doing or how we are doing it, you can make a complaint. We will give you information about how to make a complaint and also let you know about other groups or organisations that can help you make a complaint.

We can inform you about self-advocacy groups that may be able to continue to help you develop your self-advocacy skills to meet your own needs and those of people with a disability more generally.

## **Related documents**

- Individual Needs policy
- Privacy, Confidentiality & Dignity policy
- Vulnerable People policy
- Who can use STAR policy
- Complaints policy
- Compliments, Complaints & Feedback form

Last reviewed: 2019 (updated 2022)