

Information about Sunnyfield's Customer Rights Group



1) Background

a) What is a Customer Rights Group?

A Rights Group is a group of people who come together to talk about Human Rights, bringing their perspectives, experiences and opinions into the discussions.

For Sunnyfield, a Customer Rights Group, are a group of parents, carers and decision supports (referred to as customers) of people with lived experience of disability who access Sunnyfield services and supports (referred to as clients). They come together to talk about Rights as they apply to Sunnyfield services and supports.

b) What are Rights?

Human Rights, or Rights, are things that a person can **be**, a person can **do** or a person can **have**.

In Australia we follow the United Nations "Universal Declaration of Human Rights", as well as the United Nations "Convention on the Rights of Persons with a Disability" (*please see Appendix 1*).

c) Why is Sunnyfield creating a Customer Rights Group?

Historically disability service providers have had a strong focus on delivering to their mission and vision whilst meeting compliance requirements. Many providers have not had a clear and simple way to hear the 'voice' of the community they serve (clients and customers), nor a structured way to learn from that voice and shape the way they do things in response. Sunnyfield is no different.

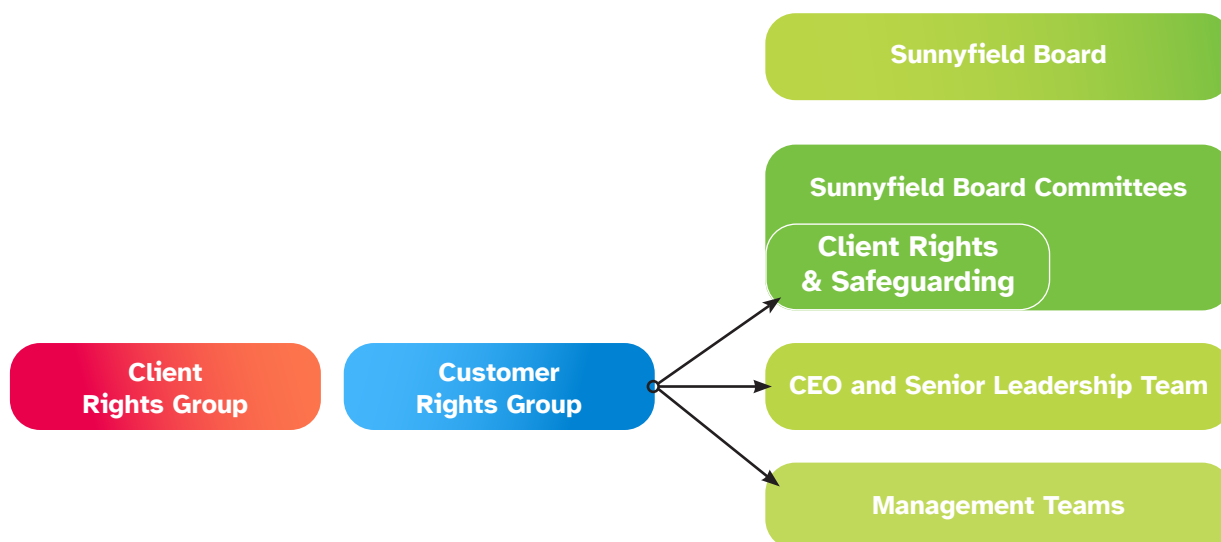
For Sunnyfield to proactively seek, hear, consider, and change in response to the voice of clients/customers, a Customer Rights Group and a Client Rights Group is being formally established.

d) Why are two separate groups being created for clients and customers?

Sunnyfield is committed to the highest standards of accessibility and inclusivity, and each rights group will be run in line with the unique access and inclusion requirements of its members. Being fully accessible means the pace, format, content, structure and outputs of a group changes in response to the unique needs of the people within the group. For these reasons the Client Rights group it will be held separately to the Customer Rights Group.

e) Where do the Rights Groups sit within Sunnyfield?

Sunnyfield wants to ensure that the voice of both Rights Groups are heard across all levels of the organisation, and that a broad range of executives, leaders and managers have the opportunity to learn from the groups and change in response to the groups input. Both Rights Groups will feed directly into Sunnyfield’s Client Rights & Safeguarding Board Committee, CEO and Senior Leadership Team and Management Teams (as per below).



2) About the Customer Rights Group

a) What is the purpose of the group?

- To support Sunnyfield to proactively seek, hear, consider, and change in response to the voice of customers.
- To support Sunnyfield to uphold the human rights of all clients, customers and community members, by sharing their lived experience perspectives on topics related to human rights as they apply to Sunnyfield services/supports.

b) Who will be a part of the group?

The customer rights group will consist of **5 Sunnyfield customers**. These individuals will be parents, carers or decision supports of current, active Sunnyfield clients.

c) Who will run the group?

Once the group is established members will nominate someone to act as Co-Chair for the group (meaning the group will have 4 members and 1 co-chair). The Co-chair will be responsible for running the meetings and leading communications and conversations with the business. Where appropriate, the Co-Chair may act as the spokesperson of the group.

Sunnyfield’s Head of Customer Experience will act as the other group Co-Chair. They will establish the group and assist with ongoing meeting administration, logistics and communications. They will also assist in running the meetings as required.

d) When will the group meet?

The group will meet **6 times per year** (meeting every 2 months).

Meetings will be held on a day/time mutually agreeable to all group members.

e) How will the group meet?

Sunnyfield acknowledges that customers come from various communities across NSW and ACT. For these reasons the customer rights group will **meet online**. Once established, the group may choose to explore meeting face to face at times.

f) What is the format of the meetings?

Meetings will go for **3 hours (including breaks)**

Meetings will follow a set agenda, with minutes (and respective actions) sent out after each meeting.

g) What will the group talk about?

The Rights Group will talk use the United Nations “Convention on the Rights of Persons with a Disability” as a framework to talk about Sunnyfield services and supports. The group will systematically discuss all Articles relevant to Sunnyfield services/supports.

Example

In the Customer Rights Group “Article 9 – Access” is on the agenda. The group discusses:

- What does Access look like within Sunnyfield services/supports
- What is Sunnyfield doing well to support Access for customers and clients
- What is Sunnyfield not doing well to support Access for customers and clients
- What could Sunnyfield do differently to support Access for customers and clients

h) Will group members be paid?

Yes.

Sunnyfield has recently established a Lived Experience Paid Participation Policy. The policy recognises the invaluable role people with lived experience (clients and customers) play within Sunnyfield and the strategic opportunities that unfold when we listen to, learn from and work alongside people with lived experience. As such Sunnyfield will pay Rights Group members **\$44/hr**. The administration of payments will be discussed with individuals prior to the first meeting.

Group members are also able to volunteer their time, should they wish to.

i) How long is a group members term?

Customer Rights Group members will serve for a period of **no more than two years**.

At the completion of their two year period of service members will step down.

People who have served as a member of the Customer Rights Group must have a two year period of absence from the group before re-applying to join the group. Members are able to withdraw from the group at any point in time.

j) Personal circumstances

Members of the Customer Rights Group will be sharing their thoughts, opinions and perspectives on a variety of Human Rights topics. They will be using their lived experience and expertise as someone with lived experience to provide strategic input and insights to Sunnyfield. At all times discussions will maintain the dignity, respect and privacy of Sunnyfield clients and others with lived experience.

The Customer Rights Group is not an appropriate setting for detailed discussions of personal circumstances. Should matters of a personal nature be raised, the Sunnyfield co-chair will support the individual to follow the relevant Sunnyfield process e.g. feedback, complaints, incidents.

3) Joining the Group

a) What are the requirements of group members?

Group members will require

- access to stable internet, strong enough to sustain lengthy video calls
- access to a device which has a working camera and microphone (laptop, ipad etc)
- experience and confidence in using online meeting platforms such as Teams, Zoom

Group members must be:

- able to attend meetings consistently,
- able to attend meetings for the full meeting duration;
- willing to contribute their thoughts, opinions and perspectives to the group;
- willing to respectfully listen to thoughts, opinions and perspectives of other group members;
- willing to maintain the highest levels of confidentiality;
- willing to communicate with members of Sunnyfield's Board, Leadership and Management Teams.

b) What if I have questions, or want to learn more?

Sharon Sundborg, Sunnyfield Participation & Inclusion Officer is available to answer any of your questions.

Sharon can be contacted on:

E s.sundborg@sunnyfield.org.au

M 0481 003 523

c) How do I join the group

Customers who are interested in joining the Customer Rights Group are requested to complete the Expression of Interest Form for consideration.

Forms must be sent through to **XXsharonXX**.

On receiving your Expression of Interest Sharon will contact you to discuss next steps.

d) Am I guaranteed a place in the group?

No.

The Customer Rights group has 5 positions. Pending the number of interested individuals some customers may miss out.

Sunnyfield has committed to creating more formal opportunities for customers and clients to have their voice heard. Many of these opportunities are being established in 2025. If you wish, you may choose to contribute to a future opportunity.

Appendix 1: United Nations Convention on the Rights of Persons with a Disability (Summary)



Sunnyfield
disAbility Services

- **Equality** - You the right to be treated the same as anyone else. (Article 5)
- **Equal Rights for Women and Children** - Women and children with disabilities must have their rights protected. (Articles 6 and 7)
- **Community Awareness** - Governments should teach the community about the rights and needs of people with a disability. This is called community awareness raising. (Article 8)
- **Access** - You have the right to be able to get into buildings, be able to get on to trams, buses and other transport, get information in ways you understand and more. (Article 9)
- **Life** - Everyone has the right to life including people with a disability. (Article 10)
- **Safety** - You have the right to get help in an emergency such as a bushfire. (Article 11)
- **Legal Rights and Justice** - You have the same legal rights as anyone else and should be treated the same as anyone else if you go to court. (Articles 12 and 13)
- **Freedom and Safety** - You have the right to be free and to be safe. You cannot be locked up just because you have a disability. (Article 14)
- **Not be Treated Cruelly, Abused or Hurt** - You have the right not to be treated cruelly or abused. You also have the right to be safe in your house and your community. (Articles 15 and 16)
- **Respect** - You have the right to be respected for who you are. (Article 17)
- **Go Where You Want** - You have the right to choose the area you want to live in and move to different places if you want to. (Article 18)
- **Live Independently in the Community** - You have the right to live in the community and have the same rights, choices and opportunities as anyone else in the community. (Article 19)
- **Support to Move About** - You have the right to get the support you need to help you move about in the community. (Article 20)
- **Freedom of Speech** - You have the right to say what you want and to get information in ways you can understand. (Article 21)
- **Privacy** - You have the right to privacy and for other people not to know your business if you do not want them to do. (Article 22)
- **Have a Home and Family** - You have the right to get married, have your own home, and to have family if you want to. (Article 23)
- **Education** - You have the right to a good education. (Article 24)
- **Good Health** - You have the right to get the support you need to stay healthy. (Article 25)
- **Good Services** - You have the right to good services to help you live a good life including health, work, education and social services. (Article 26)
- **Work** - You have the right to get a job and to get equal pay. (Article 27)

- **Good Standard of Living** – You have the right to live well including getting food, clothing, a place to live and clean water. (Article 28)
- **Be Involved in Politics** – You have the right to vote, and to be involved in politics. (Article 29)
- **Sport and Leisure** – You have the same right as anyone else to take part in sports and leisure activities in the community. (Article 30).

<https://social.desa.un.org/issues/disability/crpd/convention-on-the-rights-of-persons-with-disabilities-crpd>