



Client Service Charter

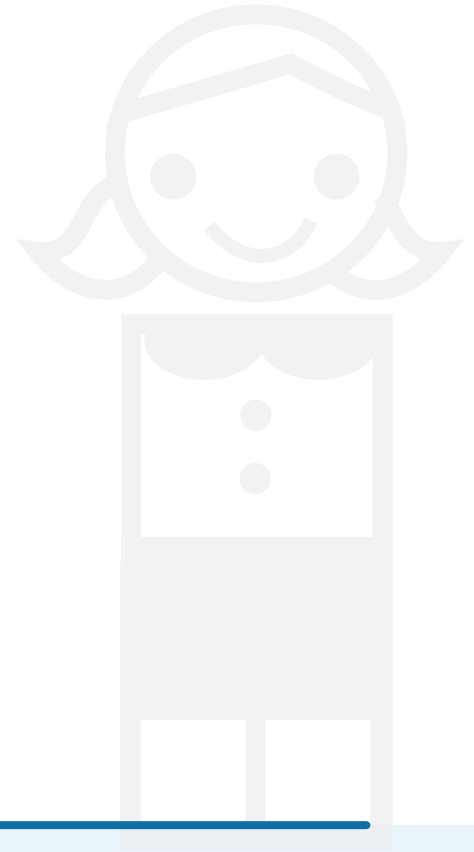
Client Service Charter

This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. You will receive a copy of this Charter when you commence services with ***Kids Are Kids!***. The Charter is also available on the ***Kids Are Kids!*** website.

About us

Kids Are Kids! is a not-for-profit therapy service provider. Our mission is to help children flourish through therapy and family support.

Kids Are Kids! is committed to providing the highest quality services for children with disabilities or developmental needs and their families. We will work with you and your family to ensure that you are provided with the support and services that are right for you.



What you can expect from us

All staff from ***Kids Are Kids!*** will:

- Treat you and your child with respect, fairness and without discrimination at all times and ensure you receive services free from abuse, neglect or exploitation.
- Provide you with information about our services.
- Ensure you and your child have information that helps you understand your rights and responsibilities.
- Prioritise the safety and wellbeing of your child, and take responsibility for ensuring that the service operates in child safe environments at all times.
- Act as a positive role model for your child and model respectful behaviours at all times.
- Promote an open environment where your child can have a say and express their thoughts and feelings and be taken seriously.
- Respect your family's privacy and confidentiality.
- Protect your personal information and only use it for the right reasons.
- Tell you how to provide us with feedback on our service and how to make a complaint.

- Tell your child how to provide us with feedback on our service.
- Listen to your feedback and ensure your complaint is dealt with fairly and promptly.
- Provide services that promote inclusion and participation and respect your culture and beliefs.

You will be actively involved in the services and supports you receive from *Kids are Kids!* and we will help you to understand the services that we are providing. We will work with you to:

- Plan how your supports are provided.
- Establish a Family Service & Support Plan (FSSP) that sets the priorities and plans for intervention. This will be reviewed prior to the end of the NDIS plan.
- Involve your child, when they are ready, in the FSSP so that they are able to set their own goals.
- Keep clear records on services provided to you and your child.
- Issue invoices and statements of the supports delivered to your child at your request.

How you can help us

At ***Kids Are Kids!*** we value you and your family and want to work with you as a key part of our team to provide you with quality services and achieve the best outcomes for your child.

You can help us to do this by:

- Providing us with complete and accurate information about yourself and your situation.
- Telling us if things change or you cannot keep an appointment or commitment.
- Treating all staff with courtesy and respect
- Providing us with feedback about our service and how we can better meet your needs.
- Talking to your therapists or a Program Coordinator if you have any concerns about the services or supports being provided.
- Providing therapists with a safe working environment if working in your home.
- Letting ***Kids Are Kids!*** know immediately if your child's NDIS plan is suspended, replaced by a new NDIS plan, or if your child stops being a participant in the NDIS.

How you can participate in your services

At ***Kids are Kids!*** we encourage our clients to participate in, and exercise choice over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates, easy to read written materials, and culturally appropriate service strategies.

We are also committed to providing a child safe service where your child is supported and encouraged to actively engage in their therapy.



How you can provide feedback

We value your feedback and want to know if you are not happy with any aspect of the service you have received, or believe you have not been treated fairly and reasonably by us.

You can talk to the member of staff with whom you feel most comfortable. You can ask an independent person to do this for you if you prefer. They can be your advocate.

What you say will be kept confidential. We will ensure you are treated fairly and any feedback you give won't affect any services you receive from ***Kids Are Kids!***

You can give us feedback by:

- Talking directly with your Key Worker or therapist
- Contacting our office on phone (08) 9313 6566 and asking to speak to a Program Coordinator or the Executive Office
- Providing feedback via the website www.kidsarekids.org.au
- Writing to info@kidsarekids.org.au or 26 Parry Ave, Bateman WA 6150
- Putting feedback anonymously in the suggestion box at reception

Complaints

We take all matters regarding your confidentiality seriously. If you feel we have not respected your privacy, please let us know:

- Speak to any Kids are Kids! staff member
- Send us an email info@kidsarekids.org.au
- Telephone 9313 6566
- Write to us at 26 Parry Ave, Bateman, WA 6150

We will promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.