



# Children's Therapy Centre

Policy Reference  
OPOL-010

## Client Rights and Service Charter

|                         |               |  |
|-------------------------|---------------|--|
| Version number          | 2             |  |
| Review frequency        | Every 3 years |  |
| Approved by             | CEO           |  |
| Date approved           | 5 Sept 2019   |  |
| Next review date        | 5 Sept 2022   |  |
| Applies to              | Board         | Staff<br>(CEO, employees, volunteers, contractors and consultants) |
| Specific responsibility | CEO           | CFO and COOs   |

| Review history |               |                |
|----------------|---------------|----------------|
| Version        | Date approved | Date of review |
| 1              | 21 Jan 2019   | 21 Jan 2022    |
| 2              | 5 Sept 2019   | 5 Sept 2022    |
| 3              |               |                |
| 4              |               |                |
| 5              |               |                |

| Policy context: This policy relates to                      |  |
|---|--|
| Standards or other external requirements                    | <ul style="list-style-type: none"> <li>• NDIS Quality and Safeguarding Framework</li> <li>• Human Services Quality Standards</li> </ul>  |
| Legislation   | <ul style="list-style-type: none"> <li>• <i>Age Discrimination Act 2004</i></li> <li>• <i>Australian Human Rights Commission Act 1986</i></li> <li>• <i>Disability Discrimination Act 1992</i></li> <li>• <i>Racial Discrimination Act 1975</i></li> <li>• <i>Sex Discrimination Act 1984</i></li> <li>• <i>National Disability Insurance Scheme Act 2013</i></li> </ul> |
| Contractual obligations                                     | <ul style="list-style-type: none"> <li>• Department of Education and Training</li> <li>• NDIS Service Provider and Plan Manager</li> </ul>   |
| Related policies  | <ul style="list-style-type: none"> <li>• Upholding Clients' Rights Policy and Procedure</li> <li>• Complaints Management Policy and Procedure</li> </ul>   |
| Related forms, templates and other organisational documents |  |



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## Policy

- Children's Therapy Centre 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*
- Children's Therapy Centre understands and supports the principles of fairness and human rights in all aspects of service delivery.
- Children's Therapy Centre will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

## Procedure

- **Children's Therapy Centre will:**
  - provide easily understood and accessible information to all clients at service commencement about what the organisation does; how clients can contact the organisation; clients rights; the service standards clients can expect; and opportunities to provide feedback or make a complaint;
  - 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.
- Children's Therapy Centre's client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.



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## The Charter

### What Children's Therapy Centre do

- Children's Therapy Centre provides therapy and family support services across the Sunshine Coast, Noosa, Gympie and Caboolture.
- Services are provided for mild, moderate and severe disabilities and health conditions including mental, emotional and behavioural conditions.
- Children's Therapy Centre is a registered NDIS Provider and Plan Manager.
- Children's Therapy Centre is also registered for Medicare, HCWA, Better Start and private health funds.

### Services available to clients, including the opening hours and locations of these services

- Children's Therapy Centre's therapy team consists of Psychologists, Occupational Therapists, Speech Therapists, Physiotherapists and Family Support Workers who work in multi-disciplinary teams.
- Employees provide a wide range of assessment and intervention for clients and their families.
- The goals of therapy are decided in collaboration with the family, and ideas for incorporating therapy activities into the child's everyday life are discussed with the family.
- Children's Therapy Centre also assists families to obtain specialised equipment to assist with feeding, bathing, mobility, seating, communication and other needs.
- Services are provided as individual sessions or as group programs. For example, Children's Therapy Centre runs Transition to Prep which targets children with delays and disabilities who are preparing for Prep. We also run language programs and programs for children with conditions such as Autism.
- All of our interventions and programs are evidence-based; nationally recognised; and supported by Government funding rebates.
- Services are provided in homes, at one of our centres, in schools and in the community.



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- Services are generally provided between 8am and 5pm Monday to Friday, but can be scheduled for times outside of these hours.
- Services generally cease for four weeks during the December/January school holidays.

## How to contact Children's Therapy Centre

Clients can contact Children's Therapy Centre by phone, fax or email to make an appointment. Contact details are listed on our website.

## Standards of service that clients can expect from Children's Therapy Centre

- Children's Therapy Centre is currently accredited under the Human Services Quality Standards under an assessment system developed by HDAA Australia Pty Ltd to assist organisations as part of the independent monitoring review process. The system provides a solution that helps organisations manage the overall independent review process. By documenting evidence and providing a plan of development (where relevant) the assessment system encourages organisations to continually improve against quality and safety.
- HDAA conducted a maintenance assessment in relation to the Human Services Quality Standards on 23–24 November 2017. The purpose of the assessment was to evaluate the on-going implementation, including effectiveness, of the service's delivery system and its outcomes.
- Children's Therapy Centre is working towards accreditation under the National Disability Insurance Scheme (NDIS) Quality and Safeguarding Framework with the objective of being fully accredited by 2020.

## Client rights and responsibilities

- **Children's Therapy Centre's clients have the right to:**
  - participate in decisions about their lives;
  - be given information about the service and its terms of use;
  - privacy and confidentiality;
  - access the personal information that Children's Therapy Centre has about them;
  - be treated with dignity and respect;
  - be free from physical, sexual, emotional and verbal abuse;
  - make a complaint if they are not happy with any aspect of the service and to have such complaint dealt with fairly;
  - be able to appeal decisions made about the provision of service to them and to have their appeal dealt with fairly;

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- be free from discrimination of all kinds;
  - a safe and healthy environment within the service;
  - full information to make informed life choices.
- The active promotion of clients' rights and responsibilities is fundamental to the provision of a quality client service. To ensure that clients are able to exercise their rights and meet their responsibilities, Children's Therapy Centre will:
    - identify the core rights and responsibilities of clients;
    - document these in a form that is accessible to clients, Board, CEO, employees, volunteers, contractors and consultants;
    - inform clients, Board, CEO, employees, volunteers, contractors and consultants about client rights and responsibilities;
    - support clients, Board, CEO, employees, volunteers, contractors and consultants to ensure clients' rights and responsibilities are met.
  - All of Children's Therapy Centre's policies are be consistent with the expectations placed on clients and the rights they have within the service. This information should also inform clients of how to take action if they feel that their rights have not been respected.
  - Children's Therapy Centre may develop a Service Agreement with the client that clearly states clients' rights and responsibilities. The content of the Service Agreement will depend on:
    - exactly what service is being provided;
    - what laws and policies directly relate to this service; and
    - the formality and duration of the relationship between the client and the service.

## Opportunities for feedback and participation

- Clients may provide feedback to therapists during conjoint service planning and review meetings held annually or more frequently as required.
- Clients are provided with opportunities to participate and provide feedback during all sessions.
- Clients may contact therapists or Centre Coordinators by phone or email between sessions.
- An annual client survey is conducted to gather additional information about services.



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## Process for making complaints

- Clients may make a complaint about employees or services delivered by Children's Therapy Centre.
- Clients may access *OPOL-001 Complaints Policy and Procedure* on the website for further information about how to lodge a complaint and the process for responding to a complaint.
- Forms for lodging complaints are provided:
  - on the front desk of the Nambour and Kawana centres; and
  - on Children's Therapy Centre's website.

## Opportunities to exercise choice and to participate in service decisions

- Clients are provided with opportunities to exercise choice and to participate in service decisions during service planning and review meetings.
- Clients may also exercise choice and participate in service decisions at any point in time by expressing their view or making a request.
- Immediate efforts will be made to meet any reasonable request that is within the resources and capability of Children's Therapy Centre and within the client's funding package/guidelines.

## Support provided to clients to enable them to make choices and participate

Support provided to clients to enable them to make choices and participate, includes:

- the use of interpreters;
- advocates;
- written materials in a variety of community languages; and
- culturally appropriate service strategies.

## How clients will be made aware of the charter

Clients can access this charter via Children's Therapy Centre's website as part of their Welcome Pack.