

## Charter of Rights and Responsibilities

At Kalparrin Incredible Kids we welcome all children and families irrespective of age, culture, ethnicity, religion, language, physical or mental disability, gender, and sexual orientation. By working together, we can make sure your child and you receive the best possible family centred, culturally sensitive evidence-based therapy.

### **As a client of Kalparrin Incredible Kids you and your child have the right to:**

- Access the best possible quality of service that is based on your and your child's needs and goals.
- Be provided with services that are sensitive to your cultural diversity and aligned to protection of human rights principles.
- Refuse a service.
- Take reasonable risks that are essential for dignity and self-esteem.
- Work in partnership with us to develop, implement and monitor a service tailored to meet your child's and your needs.
- Be included in decisions about services and treatment options.
- Be allowed to bring another person to speak on your behalf. This may be a friend, family member, or trained advocacy worker.
- Be treated with respect and dignity in all aspects of service provision.
- Be supported to develop and to maintain personal, gender, sexual, cultural, religious, and spiritual integrity.
- Have access to a qualified interpreter if required.
- Make decisions relating to your therapy goals and arrangements.
- Expect supports, therapy and services that are free from exploitation, abuse, discrimination, harassment, and neglect.
- Expect supports, therapy and services that are safe.
- Have clear ways to complain and to provide feedback about the services and supports your child and you receive.
- Be provided with information that meets your child's and yours needs in a way that you understand.
- Have all information we collect about your child and you stored securely and confidentially and only used for the right reasons.
- Have reasonable access to the records of your personal information.

**As a client of Kalparrin Incredible Kids you have the responsibility to:**

- Treat Kalparrin staff, volunteers and other clients with respect and dignity.
- Promote a safe environment.
- Honour agreed fees and payments for services.
- Give us complete and accurate information about your child, yourself and about services you have received from other providers.
- Respect the professional standards, values, and beliefs of our organisation.
- Be responsible for the decisions you make when working in partnership with us.
- Notify us of any changes to your situation, including change of contact details.
- Meet the condition of our existing Cancellation Policy which follows NDIS guidelines.
- Acknowledge that we have a duty of care to all our clients. This may mean we are unable to provide a service if we consider it to be inappropriate or if it creates an unacceptable risk to any party.
- Give us honest feedback to help us improve or let us know when we do a good job.