



Child Rights and Services Charter Policy

Applies to: Staff members, Management Committee Members, Volunteers. /Students.	Version: 2
Specific responsibility: Manager and Management Committee.	Date approved: 18/05/2020
	Next review date: May 2021

Policy context: This policy ensures that all individuals can feel confident that their Privacy Rights are upheld.	
Legislation or other requirements	- See Below
Contractual obligations	<ul style="list-style-type: none"> - National Disability Insurance Scheme Act 2013 - National Disability Insurance Scheme Guidelines (Quality Indicators) 2018 - National Disability Insurance Scheme (Incident Management & Reportable Incidents) Rules 2018 - NDIS Terms of Business for Registered Providers - NDIS Quality and Safeguards Framework, 2016 - NDIS Code of Conduct for Workers 2018 United Nations Convention on the Rights of Persons with Disabilities (CRPD) - Children and Young Person (Care and Protection) Act 1998 (State) - Australian Human Rights Commission Act 1986

POLICY STATEMENT

Early Connections Kempsey is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they can exercise those rights as outlined in relevant legislation including the:

- NDIS Code Of Conduct for Workers 2018 United Nations Convention on the Rights of persons with a Disability (CRPD)
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Early Connections Kempsey. understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical, and emotional abuse, neglect or exploitation.

Early Connections- Kempsey. will

- provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the organisation, client's 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
- Collect data on a family's culture, diversity, values, and beliefs to promote an inclusive program for their child. This can be achieved by the All about my Family and I sheet as well as in a Routine based interview with the family.
- involve clients in the development of policies and procedures that impact on their service.

Early Connections Kempsey. client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

The Charter

- The Early Connections- Kempsey. is a service available to families in the Kempsey Macleay regions who have a child with a disability or a significant delay in their development? Historically the age of children receiving services has been birth to school age but the scope has been extended to 12 years of age. The program provides both Special Education and Therapy Services, Assessments and coordination of a detailed individualised Service Plan. The program offers a family-centred service that aims to meet the individual needs of each child and family. **Service payments will come directly through clients National Disability Insurance Scheme's packages) with some supplementary funding from the Dept of Communities and Education.**

Program Details and Services

- Service Users have control and choice about the services provided to them, within the provisions of our service delivery. On enrolment/intake these options are outlined, and possible service delivery discussed. Options are sometimes limited by funding and staffing capacity. The services available include:
 - Educational programs, therapy and support
 - A family Centred Service
 - Key Worker / coordination supports
 - A Routine Based Interview with the family to determine the clients wishes.
 - A transdisciplinary / team around the child approach
 - Therapy support including – Speech Pathology, Occupational Therapy and Physiotherapy
 - Supports in the child's natural setting e.g. home
 - Supports in settings other than the home e.g. Child Care Centre and School support
 - Inclusion supports in community settings e.g. supermarket, park, sports, dancing, swimming etc.
 - Assessments and referral support
 - Advocacy

- Transition to next setting support. (Preschools, schools.)
- Individualised Service Plans
- Access to Resource Library
- Parent/Caregiver Training Workshops

Centre location and Contact Details:

The Silman Centre

34 Belgrave Street,

Kempsey NSW 2440

Phone: 02 65 62 6491

Email: admin@earlyconnections-kempsey.org.au

www.earlyconnections.org.au

In line with our Referral Policy, clients can self-refer or can be referred from several community agencies. Referral information is contained on our website and sent to stakeholders on request and at the beginning of each year.

Our Standards

The Early Connections- Kempsey. adheres to the NDIS Scheme Guidelines (Quality Indicators) 2018, NDIS Rules 2018, NDIS Terms of Business for Registered Providers, NDIS Quality and Safeguards Framework 2016 to provide a high standard of service by incorporating the practices as set out in our policy and procedures and contractual requirements.

Early Connections- Kempsey is committed to identifying and implementing current best practice. Professional development is budgeted for and prioritised to assist with this implementation. All staff employed have relevant qualifications as required by licensing and regulatory bodies. Staff undergo formal appraisals annually to identify areas for improvement and to set professional goals for themselves.

All staff read, sign and agree to comply with the Australasian Disability Professionals Code of Ethics and Code of Conduct, NDIS (Quality Indicators) 2018, NDIS code of Conduct for workers, NDIS quality and safeguards Framework 2016.

Networking and collaboration with other Early Intervention Programs and related community agencies are also standard practice.

All staff have both full Police Criminal Record Checks and Working with Children Checks on employment.

All staff have First Aid Training and Certificates.

Client Rights and Responsibilities

Early Connections-Kempsey. has a clear statements and policies on the rights of clients. These cover all aspects including Rights, Access to Information, Privacy and Confidentiality, use of Personal Information and Safety.

NDIS Code of Conduct:

The NDIS Code of Conduct applies to all NDIS providers and workers (including employees and contractors.)

The Code requires anyone providing supports and services to people with a disability must:

- Respect the right of the person
- Deliver services competently
- Prevent violence, neglect, abuse and exploitation
- Respect Privacy

- Act with integrity
- Take action on quality and safety
- Prevent sexual misconduct

Feedback and Participation

Early Connections Kempsey welcomes feedback from and participation by all stakeholders and interested members of the community. This can be in the form of:

- Informal requests/suggestions given to staff or placed in the Suggestion Box
- Formal complaints through our Managing Complaints Policy.
- Completion of our Client/Stakeholders Surveys
- Contributing to new policies being developed or those under review.
- Serving on the program's Management Committee that is elected each year at the AGM.
- Participation in Service Plan meetings

We Welcome Feedback and Complaints

Early Connections Kempsey has a complaints procedure in place that outlines the steps that will be taken to deal with a complaint (see Managing Complaints Policy). This information is summarised in the Compliments and Complaints Brochure "Help Us Improve Our Service" which is given to service users on commencement of service. This process, as stated below, is also outlined in the newsletters throughout the year and **documented on our website**.

Support for You/Advocacy

If you would like support during this process, we encourage you to use either a family member/friend or other interested person to advocate for you. Please ask us to arrange access to professional advocacy services if you need this support. We can also arrange interpreter services if necessary. Further information can be found by reading our Advocacy policy.

External complaint mechanisms

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your concern with us, assistance is available.

Where to go with a complaint

I'm not happy with NDIS funded services	→ The NDIS Commission	→ 1800 035 544
I'm not happy with the NDIA's actions or decisions	→ NDIA or Commonwealth Ombudsman	→ 1800 800 110 www.ndis.gov.au www.ombudsman.gov.au
I'm not happy with a service provided by another agency or body	→ Your state or territory complaints body	→ Find links on the NDIS Commission website www.ndiscommission.gov.au

Please contact the NSW Ombudsman (02) 9286 1000 or toll free 1800 451 524 where they can assist you further

Choice and Decision making

Early Connections Kempsey. encourages the clients to exercise choice and be involved in

service/program decisions

These opportunities are listed below:

- To be actively involved in choice for service delivery for their child. (Written choices outlined)
- To identify priorities for goals and contribute information to Service Plans.
- To contribute to policy making and reviews. (Posted on website and on notice boards).
- To consent to or refuse any service delivery.
- To nominate to be a Member of the Association or for the Board of Management and take an active role in service management and decision making.
- To make a complaint or compliment about the service.

Support in Choice and Decision Making

Service users are given an information pack on enrolment or commencement of service. This pack outlines their right to exercise choice and have their say in both service delivery and service decisions.

Information is provided on the program website www.earlyconnections.com.au and links to various publications are posted here.

Newsletters and information are distributed on our face book site and web page. Information on choice and decision making are placed in these newsletters regularly. The first term newsletter carries a section dedicated to this topic including the choice to use an advocate and information on advocacy services.

Similar information is included in the Early Connections Kempsey Information Booklet which is sent out to all families on referral.

Interpreter services are used when the need arises. These include both signing (Local signers) and hearing impaired (National Relay Service NRS 133677) and multicultural language interpreters. The Translating and Interpreters Service (TIS 131450) is used to assist in this process. The need for this service has been very limited in the Kempsey Macleay region because of the demographics of the area. ECK accepts the costs associated with these services.

This charter is accessible to clients and stakeholders and can be located in ECK's policies and procedures. Further service information is available on our website and all information brochures are included in the Information Pack that is given to families on enrolment.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	Manager	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	17 th September 2017	Management Committee	September 2018
2	26 th September 2018	Management Committee	September 2019
3	27 th October 2019	Management Committee	October 2020

The Management Committee

Signed: _____

Name: _____

Date: _____