

Policy: 1.1	<h2 style="margin: 0;">Client Rights and Service Charter</h2>
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Policy Statement:

Orange and District Early Education Program 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
- Anti Discrimination Act 1977
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- The United National Convention on the Rights of Persons with Disabilities 2006
- NSW Disability Services Act 1993
- NDIS Act 2013
- NSW Carers (Recognition) Act 2010
- Community Services (Complaints Reviews and monitoring) Act 1993
- Disability Inclusion Act 2014 (NSW)

ODEEP 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.

Responsibilities and delegations	
This policy applies to	ODEEP staff, volunteers, contractors and families.
Specific responsibilities	This policy is developed by the CEO and reviewed by ODEEP staff and Board of Management. It is communicated and implemented by the CEO and staff.
Policy approval	ODEEP CEO

Policy context – this policy relates to:	
Standards	NDIS Practice Standards and Quality Indicators 2018
Legislation	NDIS Act 2013
Organisation policies	1.2 Decision Making and Choice

	<p>1.3 Equity, Social Justice and Social Inclusion 1.4 Valued Status 1.5 Diversity and Cultural Inclusion 1.6 Privacy 1.7 Advocacy and Information 1.8 Child Protection 1.9 Incident Management 2.1 Confidentiality 2.2 Access to Confidential Information 2.3 Record Management 2.4 Feedback and Complaints WH&S Policies and Procedures 4.2 Family Centred Practice 4.3 Client Participation and Social Inclusion</p>
Forms, record keeping, other documents	<p>ECIA Code of Ethics NDIS Code of Conduct ODEEP Family Charter Feedback Brochure and Client User Forms NDIS “Adopting a Human Rights Based Approach” NDIS New Worker Online Orientation Module “Quality, Safety and You” Staff Induction Child Protection and Incident Management Documentation ODEEP Service Agreement ODEEP Code of Behaviour ODEEP Code of Conduct – Child Safety ODEEP Confidentiality Agreement</p>

Procedures

ODEEP staff members will:

- Exercise duty of care in relation to the safety of children and their families.
- Abide by the ECIA Code of Ethics and the NDIS Code of Conduct in relation to children and families.
- Participate in induction and training about Human Rights principles and legislation on commencement of employment at ODEEP, through reading and the viewing the NDIS online “Adopting a Human Rights Approach” module.
- Subscribe to the newsletters and e-bulletins from the Australian Human Rights Commission and with relevant information being distributed amongst staff and families.
- Provide each family with a “ODEEP Services and Support” document and support each family to understand, at service commencement about what the organisation does, how parents/carers can contact the organisation, client rights and the service standards that the client can expect and opportunities to provide feedback or make a complaint.

- Ensure families and others have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- Support families to exercise choice and participate in service delivery and direction through annual IFSP meetings and planning, and through face-to-face discussions with families during intervention sessions.
- Involve parents/carers in the development and review of policies and procedures that impact on their service through the use of forums, newsletters, social media and the website.
- ODEEP will report significant risks of harm to children to the Child Protection Helpline and where the risk does not meet the threshold of significant risk of harm, ODEEP must work in coordination with other services to source the required supports for the family. ODEEP staff will use the Mandatory Report Guideline to assist in decisions made regarding Child Protection.
- ODEEP will report all reportable incidents as per the Incident Management Policy and Procedure as required by the NDIS Incident Management legislation.

The ODEEP Family Charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients. This policy, including the charter is made available to families during their initial visits at ODEEP as well as the ODEEP website.

The Charter:

- ODEEP provides family-centred early childhood intervention services and supports to infants, pre-schoolers and primary school aged children who have a disability and/or significant developmental delay.
- ODEEP is a registered provider of NDIS early childhood and therapeutic supports.
- ODEEP operates for 50 weeks of the year from 8.30am – 5.00pm Monday to Thursday and 8.30am - 3.00pm Friday.
- Services and supports are coordinated by a Key Worker who provides intervention and case management for the family.
- ODEEP staff can be contacted by phone - 6361 4093, by email-admin@odeep.com.au or through the website www.odeep.com.au or on Facebook.

Families can expect to receive services and supports which are flexible, tailored to suit their family and which recognise them as the key people in their child's life. Families are fully included as partners with ODEEP staff members in all the planning and intervention for their child.

Families have the right to:

- be treated with dignity and respect.
- have their privacy and confidentiality respected.
- be respected as the key supports and teachers for their child.
- receive information in ways which is accessible to them and easily understood.
- receive services and supports which are culturally appropriate for their family.
- be provided with a safe environment at ODEEP.
- exercise choice and control.

- provide feedback and complaints without experiencing any discrimination and have complaints dealt with fairly and promptly.
- have access to an advocate.
- receive services from trained professionals.
- access family files by making a request to their Key Worker.
- be free from discrimination.
- be free from physical, sexual, emotional abuse.
- a safe and healthy environment within the service and their facilities.

Families are responsible to:

- provide information to ODEEP which assists staff members to provide the requested services and supports to their child and family.
- be as actively involved in the planning and delivery of their child’s intervention as possible.
- provide a safe environment at home for ODEEP staff during home visits.
- be polite to staff and other families at ODEEP.
- protect their children from harm.
- abide by ODEEP policies and procedures.
- notify their Key Worker as soon as possible and with at least 24 hours’ notice when unable to keep an appointment (unless due to sickness).
- provide feedback and make complaints in order to improve the services.

ODEEP has a comprehensive Feedback and Complaints procedure. Opportunities for feedback and participation include email to the Chief Executive Officer (kyliestreatfeild@odeep.com.au) or Practice Manager (Bronwen Atkinson – bronwenatkinson@odeep.com.au), IFSP meetings, policy review requests, involvement with the Board of Management, meetings, activities, discussions with Key Workers and through feedback and complaints forms which are available at the Centre and on the website or by using the “Contact Us” area of the website.

Families have opportunities to choose the type, frequency and location of their ODEEP services and supports.

ODEEP supports families to make decisions and exercise choices by providing them with information in forms which they can understand, providing access to interpreters and advocates or other support persons as required. Families are made aware of this Charter upon enrolment and through the website. It is displayed in the ODEEP building.

All policies are reviewed on a continual basis as gaps and need arises or otherwise on an annual basis.

Record of policy development		
Version	Date approved	Date for review
Version 2	1 July 2020	July 2021
Version 3	1 July 2021	July 2022
Version 4	5 October 2022	October 2023

