

Charter of Client Rights & Responsibilities*

*Client = Child and Parent / Carer / Legal Representative for the Child / Young Person

NeuroJunior Allied Health respects your rights

1. Our dignity, values, cultural and religious beliefs are respected regardless of age, gender or sexuality.

2. We receive quality services in line with NeuroJunior Allied Health's core values.

- We understand the person we are speaking to and they speak clearly and slowly.
- A review of our therapy services and plan is actioned if our circumstances change. We are referred to other services if our needs cannot be met by NeuroJunior Allied Health.
- We receive advice free from conflicts of interest.

3. We are actively involved in decisions about our needs and goals.

- We received a clear explanation of what options are available to us.
- We understand what services and supports will be provided and how things will work.
- We know the roles and responsibilities of everyone involved in providing us with a service.
- We set our own goals and these are respected by everyone.
- We are fully informed on how to get help when we need it.
- If we choose, we can coordinate our own therapy arrangements.

4. We can choose any person to advocate on our behalf.

5. Our grievances are heard and resolved without retribution.

- We know who to contact confidentially if we are not comfortable with our therapist/ worker(s) or they cannot provide us with the outcomes we need.

6. We are fully informed of all options relating to our therapy.

- Our therapist is proactive and a good problem-solver.
- All options to contact team members at NeuroJunior Allied Health are clear and accessible to us.
- People who manage our enquiry have the required skills and knowledge and can direct us to a person who can help.
- We are provided with a timely response to our enquiry and in a manner of our choosing.
- We are fully informed of the cost of services and any financial obligations we may have.
- We are encouraged to engage with family, friends and chosen community.

7. Our privacy and personal information is respected.

- Our records are kept secure and case files and complaints are treated with absolute privacy.
- We are able to access written records about us in accordance with privacy legislation.

8. We have the opportunity to freely provide feedback which may influence policies and procedures of the organisation.



Your responsibilities

We will contact NeuroJunior Allied Health if we have any concerns regarding the safety and/or quality of any services we receive.

We will contact NeuroJunior Allied Health about any changes in our health or circumstances.

We will keep appointments or we will give NeuroJunior Allied Health at least 48 hours notice if we need to reschedule services or if services are not needed.

We treat workers in a way which respects their privacy, professional opinion, dignity, values and cultural beliefs regardless of age, gender or sexuality.

We take all reasonable steps to ensure a safe environment for people who provide services in our home.

We provide accurate and timely information to NeuroJunior Allied Health team members.

We are responsible for the outcomes of any decisions we make.

We will ensure a parent or independent adult is present for all therapy sessions and remains responsible for the child at all times.