

## Welcome

We welcome you as a client of Children's and Teens' Therapy Services!

## About Children's and Teens' Therapy Services

Children's and Teens' Therapy Services (also known as Children's Therapy Centre) is a not-for-profit company that has operated in our region for more than thirty years. We offer services in the Sunshine Coast, Moreton Bay, Noosa and Gympie Local Government Areas. Our well-resourced hubs are located at Nambour, Gympie, Cooroy, Kawana Waters and Caboolture, and we also do home and school visits.

We provide therapy services for children and young people (0—18 years) with developmental delays, disabilities and health conditions. Our multi-disciplinary team includes psychologists, physiotherapists, occupational therapists and speech therapists.

We also provide NDIS Plan Management to clients of all ages regardless of where they live.

We are a **NDIS Registered Service Provider** under the NDIS Quality and Safeguards Commission's Practice Standards. This means that you can feel safe and confident about the quality of services and supports that you receive from us.

As a NDIS Registered Service Provider we comply with the **NDIS Code of Conduct** which deals with safety and ethics in services. The Code of Conduct requires us to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions;
- respect the privacy of people with disability;
- provide supports and services in a safe and competent manner with care and skill;
- act with integrity, honesty, and transparency;
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability;
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse; and
- take all reasonable steps to prevent sexual misconduct;

We are bound to also comply with our own [Professional Code of Ethics and Conduct](#).

## Your rights and responsibilities

The active promotion of our clients' rights and responsibilities is fundamental to our quality services.

That is why we tell you about your rights and responsibilities and support you and others to ensure they are met. Refer to our [Clients' Rights and Service Charter](#) and the summary of your rights and responsibilities below.

All of our policies recognise your rights and responsibilities and we invite you to make a complaint if you feel they have not been respected.

### Your rights

- To use an advocate of your choice that will be treated with respect
- Participate in decisions about your life and make informed choices
- Be given full information about your services
- Privacy and confidentiality
- Access the personal information that we have about you
- Be treated with dignity, courtesy and respect
- Be free from physical, sexual, emotional and verbal abuse
- Provide feedback or make a complaint and have such complaint dealt with fairly
- Appeal decisions made about your service provision and have a fair appeal
- Be free from discrimination of all kinds
- A safe and healthy service environment

### Your responsibilities

- Treat staff with courtesy and respect
- Tell us if your NDIS Plan changes or you stop being a NDIS participant
- Provide the required notice if you cannot make a scheduled appointment
- Pay invoices on time or arrange payment as required
- Pay for additional services that are not included in your NDIS Plan

## Our Service Agreement for NDIS Services

Our Service Agreement with you commences when you sign it and continues until you or we terminates it under the terms of the agreement.

### The Service Agreement:

- sets out the services that you request us to provide to you and is based on your NDIA plan, that is, the written plan that the NDIA develops with you and is used as a basis for your funding;
- reiterates your responsibilities as a client;

- informs you of our responsibilities as your service provider;
- includes our price guide which is consistent with the current NDIS Price Guide;
- provides information on our cancellation policy and under which conditions the Service Agreement can be ended.

We may withdraw our services if you do not adhere to your responsibilities under the Service Agreement or in the event of non-payment of services or frequent failures to attend without providing notice.

## Ensuring your physical safety

Children's and Teens' Therapy Services will take all practical measures to ensure that:

- the workplace is safe and without risks to our clients and staff; and
- the behaviour of our staff is safe and without risk to your and their health.

## Accessing your client records

You may request access to your records in writing. Access will be authorised by the CEO within 48 hours and records will be emailed to you within two business days.

## Privacy information

Children's and Teens' Therapy Services respect your rights to privacy. We are committed to complying with the requirements of the *Privacy Act 1988 (Cth)*, including the Australian Privacy Principles, in relation to the collection and handling of your personal information.

For more information about how we collect and manage your personal information, please view our [Confidentiality and Privacy Policy and Procedure](#).

## Contacting our Privacy Officer

Please contact the CEO, in writing, using the contact details below, if you require further information in relation to privacy or to submit an application for access to or correction of personal information.

### Postal address

Attention: CEO  
Children's Therapy Centre  
PO Box 5253, SCMC,  
Nambour QLD 4560

Email [enquiries@childrenstherapycentre.com.au](mailto:enquiries@childrenstherapycentre.com.au)

## Providing feedback or making a complaint

To provide feedback on your client experience, please contact the CEO by sending an email to [enquiries@childrenstherapycentre.com.au](mailto:enquiries@childrenstherapycentre.com.au) or phoning the CEO on 07 5441 7199.

TO make a complaint about your experience, privacy breach, or our handling of your personal information, please contact the CEO, in writing, using the contact details above. We will investigate your complaint and provide you with a response. If you are not satisfied with our response, you may lodge a complaint with the [National Disability Insurance Scheme \(NDIS\) Quality and Safeguards Commission](#). Alternatively, you may lodge a complaint with the NDIS Quality and Safeguards Commission directly.

## Incident reporting

Children's and Teens' Therapy Services will do everything in their power to prevent incidents where harm, or potential harm, is caused to or by a person with disability while they are receiving supports or services.

You are requested to report any of the following incidents (including allegations) involving a client with disability to the CEO:

- serious injury,
- abuse or neglect;
- unlawful sexual or physical contact with, or assault of, a client with disability;
- sexual misconduct committed against, or in the presence of, a client with disability, including grooming of the client for sexual activity.

Our [Incident Management Policy and Procedure](#) requires us to, in the first instance, prevent the abovementioned incidents. It also stipulates action that we must take when such incidents occur. This includes taking immediate action; notifying relevant agencies and persons (including the police, ambulance service and the NDIS Commission); supporting clients; assessing and investigating incidents; and working towards incident resolution.

## Availability of interpreting services

If you are from a culturally and linguistically diverse (CALD) background, you may need interpreting assistance to communicate with us.

We are happy to engage a translating and interpreting service to facilitate understanding in our communication with you.

## Our best contact details

### Postal address

Attention: CEO

Children's Therapy Centre

PO Box 5253, SCMC,

Nambour QLD 4560

**Email** [enquiries@childrenstherapycentre.com.au](mailto:enquiries@childrenstherapycentre.com.au)

**Telephone** 07 5441 7199