

Client charter



Your Rights and Responsibilities

As a valued client of Adaptability Therapy, we will:

- treat you with respect and dignity.
- treat you fairly and speak honestly.
- protect your personal information and only use it for the right reasons.
- provide good quality services that suit your needs, age, lifestyle and cultural background.


Your right to participate

- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
- You have the right to the information you need to make good choices.
- You have the right to have someone help you make the best choices – an advocate or support person.
- You have the right to get help accessing services in the community.

Your right to speak out

- You have the right to complain about the service
- You have the right to a reply as quickly as possible
- If you are still not happy, you have the right to complain again, or talk with the NDIS Commission

Your responsibilities

- Make sure to update your contact information as it changes.
 - Keep your appointments – or let us know if you can't.
 - Choose someone to support you make decisions – an advocate, friend or family member.
 - Treat other people with fairness, honesty and respect.
 - Respect other people's right to a safe and comfortable environment.
 - Respect other people's right to privacy and confidentiality.
 - Give us honest feedback about our services.
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Our client charter

- We will listen to you and work with you.
- By working together, you will receive the best service possible.
- You have rights: to be treated well, to participate fully, to speak out.
- If we forget this, or treat you badly, you have the right to complain.

This information is taken from Adaptability Therapy's *Client Rights and Responsibilities Policy and Procedure*. If you wish to read the entire policy, we are happy to provide a copy. Just ask.

Our Values

At Adaptability Therapy, we're all about action. Our values are all verbs, because they're for each and every one of us to bring alive each day through our work. They guide our approach to supporting our clients to achieve the life they want.

They guide our interactions with each other as a team.

And they guide our decisions as a business, including the people we hire, the culture we foster and the leadership and role modelling we expect.

Hopeful

We hold hope for the people we support, and believe in the intrinsic value of hope to provide strength for people to overcome barriers and challenges to realise the future they want for themselves.

Courageous

We stand up for what is right, boldly challenge convention and advocate for those we support with confidence and strength.

Creative

We embrace the opportunity to think outside of the box and explore a world of possibilities.

Respectful

We accept and honour the uniqueness, abilities, life experiences and diversity of all people, and act with integrity and honesty.

Collaborative

We stand side-by-side with those we support, and build partnerships by listening and following through on our commitments



Get in touch

If we don't respect your rights, tell us.

Write to us

Adaptability Therapy

PO Box 187

Coorparoo QLD 4151

Hello@adaptabilitytherapy.com.au

Phone us

07 3899 5802

NDIS Commission

If you prefer, you can contact the NDIS Commission to make a complaint.

www.ndiscommission.gov.au

1800 035 544

TTY: 133 677

Interpreters can be arranged.

Advocates

Advocates can help you make a complaint. The National Disability Advocacy Program can help you work with an advocate.

Email them at disabilityadvocacy@dss.gov.au

