

CHARTER *of Care*

Our Commitment

Ngala is committed to providing client-focused quality care, informed by the latest evidence to enhance child development.

This Charter of Care describes what you, and/or your family members, can expect as a client of Ngala.

Your Responsibilities

- Treat everyone at Ngala with care, respect, and kindness.
- Share relevant information about your family.
- Let us know if you are unwell, or if you have experienced an injury while at Ngala.
- Share any cultural, religious and access requirements you would like us to know about.
- Be respectful of others' privacy and confidentiality.
- Do not smoke, drink alcohol, or use other drugs (or be affected by alcohol or drugs) while a client of Ngala. This includes during home visits.
- Share your feedback, concerns, and/or suggestions to help us review and improve our services.



You have the right to:

Access

- Services and support that meet your needs and your family's needs.

Safety

- Receive safe and high-quality services and support that meet national standards where applicable.
- Be cared for in an environment that is safe and where you feel safe.

Respect

- Be treated as an individual, with dignity and respect.
- Have your culture, identity, beliefs and choices recognised and respected.

Partnership

- Ask questions and be involved in open and honest communication.
- Be involved in planning and making decisions about things that affect you, and your family, to the extent that you choose.
- Include other people in the planning and decision-making process if you want.

Information

- Easily understood information about Ngala services and support options, so you can give your informed consent.
- Assistance in gaining access to, understanding, and using information.
- Receive information waiting times and costs (where applicable).
- Be told if something has gone wrong during your interaction with Ngala, how it happened, how it may affect you, and what is being done so it doesn't happen again.

Privacy

- Have your personal privacy respected.
- Have personal and sensitive information about you and your family members kept secure and confidential.

Feedback

- Share your experiences and participate in feedback processes.
- Provide feedback or make a complaint without being treated differently afterwards.
- Have your concerns taken seriously and responded to quickly.



Please let us know if you are not completely satisfied with any part of Ngala's services. If you would like action taken or require a response, please discuss your concerns with staff, ask to speak to the manager of the service, or send written feedback to compliments&complaints@ngala.com.au

* Adapted from Australian Charter of Healthcare Rights (Australian Commission on Safety and Quality in Healthcare) www.safetyandquality.gov.au