

1.1	PARENT/CARER RIGHTS AND PODC SERVICE CHARTER
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POLICY STATEMENT

Parents of Deaf Children (PODC) is committed to developing an organisational culture that supports the legal and human rights of families 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
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

PODC 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.

PODC will:

- provide easily understood and accessible information to all families at service commencement about what the organisation does, how parents or carers clients can contact the organisation, parents and childrens rights, the service standards clients can expect and opportunities to provide feedback or make a complaint.
- ensure parents have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- support parents/carers to exercise choice and participate in service delivery and direction
- involve clients in the development of policies and procedures that impact on their service and their rights.

PODC client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.



The Charter

The Service

- Parents of Deaf Children (PODC) is a non-profit organisation run by parents for parents, aimed at building parent capacity to assist them to make choices and to advocate for their children who is deaf or hard of hearing. Working together with parents, PODC offers targeted information, support and advocacy services, whilst respecting the method/s of communication of the child and family.
- Provision of information to families on deafness/hearing loss including: school readiness/counselling for families/assistive devices/social activities/advocating for your child/parenting skills.
- We support parents through information and skill building to make informed choices for their child.
- We support parents to help their children grow up to become strong self advocates.

Location:

Parents of Deaf Children
RIDBC, Dara House, 351 North Rocks Rd, North Rocks, NSW 2151.
Office opening hours: Monday and Tuesday 9-5pm.
Telephone: 02) 9871 3049 on Mon and Tues, or 0419628829 Mon-Fri
Email: infor@podc.org.au

Rights

Service users have the right to privacy and confidentiality when dealing with our service.

Service users have the right to receive unbiased information that is relevant and culturally appropriate to them.

Service users have the right to feel safe and comfortable in our service.

Service users have a right to feel safe and supported if reporting an incident regarding abuse or neglect or exploitation.

Service users have the right to an advocate (another person to help you understand) of their choice at meetings.

Service users have a right to have confidential information about them and/or their child kept in a safe place and only used by the person working with them and not made available to other people or agencies without your consent.

Service users have a right to have a say about the service/s they receive at PODC.

Service users have a right to be involved in the development of PODC policies and procedures that affect their rights as PODC clients.

Service users have a right to complain about the service they receive, to have their complaint listened to and to receive a satisfactory explanation they are happy with. (See PODC complaints procedure)

Service users have a right to cease receiving services from PODC at any time.

Service users have the right to make choices and be involved in all decisions about themselves and their child/ren.

Service users have the right to be treated with respect.

Service users have the right to have information written/explained in your preferred mode of communication. Eg Auslan, plain English, deafblind communication and other languages as far as possible.



Responsibilities

It is the responsibility of the service user to inform the service if they no longer require support and information.

It is responsibility of the service user to accept responsibility for their decisions made on behalf of their child.

It is the responsibility of the service to provide timely, unbiased information to families to assist them to make an informed decision on behalf of their child.

Families have the responsibility to respect the rights and views of all other people at PODC.

Families have the responsibility to ensure staff have all the information which will help them provide appropriate support and service.

Feedback and Participation

Parents and carers can provide feedback to the organisation via the feedback and complaints form on the PODC webpage. The organisation welcomes parent participation in every aspect of our organisation, there are many ways parents can become involved, including: joining the management committee, becoming a parent mentor, becoming a parent group leader, running social activities for families, running workshops for families.

PODC encourages parents and carers to be involved in the development of PODC policies and procedures that affect their rights as PODC clients. PODC policies and procedures are publicly available on the PODC website and includes ways that clients can participate in the review of these policies and procedures. This includes client participation in the PODC Management Committee review process every two years of PODC services and policies. .

Complaints

PODC is committed to :

- recognising a person's right to make complaints, comments or suggestions about the level and quality of services provided;
- encouraging the submission of any complaints people may have with PODC services provided;
- providing an efficient, fair and accessible mechanism for resolving complaints;
- ensuring that all complaints are heard and equitably resolved as soon as possible;
- monitoring complaints in an endeavour to improve the quality of services;
- providing people with information about the complaint handling process; and
- promoting a positive attitude towards people and the commitment to resolving complaints.
- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution

Choice and Control

PODC believes strongly that parents and carers are best placed to make choices on behalf of their child who is deaf or hard of hearing. PODC provides opportunities for families to get better informed and skilled about making choices for their child and to teach them to teach their child to be an advocate for themselves.



Reporting of Abuse or Neglect

PODC has a commitment to keeping service users and staff safe from abuse, neglect or exploitation. See *PODC 4.2 Reporting of Abuse or Neglect Policy*. It is the right of the PODC service user and their family to feel safe and supported if reporting an incident regarding abuse or neglect or exploitation. See *PODC Client Safety policy 1.2.2*

Access to services

PODC will ensure that the needs of families with children who are deaf including those who are deaf with additional needs are considered in PODC service planning regarding access to services.

PODC will ensure that interpreters (including Auslan and community languages) are available where needed and that written materials are available in a variety of community languages when possible. PODC will ensure access for deaf and hard of hearing families is available where needed via use of assistive devices such as captioning services, hearing loops where needed.

DOCUMENTATION

Documents related to this policy		
Related policies	1.1	Client Rights and PODC Service charter
	1.1.2A	Service provision- Information
	1.1.2B	Service provision- Advocacy and support
	1.1.3	Privacy Policy
	1.1.4	Client records management policy
	1.1.5	Informed consent procedure
	1.1.6	Access to confidential information
	1.2.2	Client safety policy and procedure
	1.2.3	Fire safety and first aid
	1.2.4	Credentialing and legal checks for staff members
	2.1.1	Client participation and social inclusion
	3.1	Client decision making and choice
	3.2	Interagency collaboration and coordination
	4.1	Managing complaints
	5.1	Access to services
	5.2	Referral
1.1.1	Ethics and conduct policy and procedure	
Forms, record keeping or other organisational documents	Feedback and Complaints form – Form #PODC2	

	Enquiry Log - Form # PODC7 Referral Register Client Rights poster PODC Brochure
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Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years	Coordinator	President

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	April 2015	Anna Messariti (President)	April 2016
2			
3			

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