

Leapfrog Ability is committed to an organisational culture which supports participants to exercise their legal and human rights.

1. CHARTER OF PARTICIPANT RIGHTS

Leapfrog Ability is committed to developing an organisational culture that supports the legal and human rights of our participants and ensures you are able to exercise those rights as outlined in relevant legislation as follows:

- Disability Inclusion Act 2014
- NSW Disability Service Standards
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Leapfrog understands and supports the principles of fairness and human rights in all aspects of service delivery. We will ensure that services are provided to you in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

2. LEAPFROG'S COMMITMENT TO YOU

In providing services to you we will:

a) Provide safety

Safe staff:

We will provide you with staff that have been reference-checked, and cleared by Police checks and Working With Children Checks conducted by appropriate authorities.

See our *Probity Checks Procedure*.

Physically safe:

We will provide an environment for you that is safe, comfortable and pleasant with facilities that are suitable for you.

We will explain services to you and inform you of any known risks associated with any services provided (you don't have to engage in any activity if you have a concern about your safety, unless it is specifically required in your NDIS Plan).

We will mandatorily report any incidents of abuse and neglect; and anything which may reasonably be expected to produce a substantial and adverse impact on a child's or young person's safety, welfare or wellbeing.

Culturally safe:

We are committed to providing culturally safe and appropriate services, ensuring that equitable access to our services is made available for participants from culturally diverse and indigenous backgrounds. We will respond quickly to incidents of racism, discrimination and cultural abuse.

We will acknowledge and respect your values and beliefs. We will support you to identify, maintain and strengthen your cultural identity and connection to the community, responding to particular cultural needs including the use of Translation and Interpreter Services (TIS) available in conjunction with funded supports as part of an NDIS Participant's plan, and providing services by staff members of a certain gender or ethnicity if appropriate.

b) Support your choice and control

We will support your choice and control in making decisions. This means we will consult you to

agree how services will be provided to meet your needs and timeframes.

We will ensure you are provided with information and enable you to access independent support to assist you with other services when needed to make decisions or make a complaint or lodge an appeal.

c) Courtesy and respect

We will treat you with courtesy and respect, ensuring that we:

- a. Provide you with staff that are qualified and matched to your needs.
- b. Provide you with easily understood and accessible information when you commence receiving services from us. We will be transparent with information about what Leapfrog does, how you can contact us, your rights, and the standard of service you can expect from us.

See your *Service Agreement*.

3. CHARTER OF PARTICIPANT RIGHTS

As a participant of Leapfrog Ability's services to you, you have the right to the following standards of service:

a) Privacy and confidentiality

You have a right to privacy and confidentiality under the *Privacy Act (Commonwealth) 1988* and the *Australian Privacy Principles*.

This means that Leapfrog will only collect, store, use and disclose your personal and sensitive information in relation to what is reasonably necessary for the functions of Leapfrog Ability. We will keep your information accurate, up-to-date and secure. Upon your request, we will take all reasonable steps to provide you access to that information within **14 days**. You can ask us to change our records if you believe they are inaccurate.

For further information, see our [Privacy Policy](#) on our internet site www.leapfrog.org.au

b) Feedback, compliments and complaints

You have a right to give us feedback, good or bad.

You will have access to a fair and transparent system for making complaints and for reporting any breach of your rights. Your feedback or complaint will be handled sensitively and respectfully. You will not be treated differently for saying what you think or how you feel and we will respond and work to resolve any complaint within **30 days** or tell you why.

Feedback, compliments and complaints may be provided through various channels including:

- a. Anonymously
- b. In person
- c. In writing

More information, including our contact details, forms and how to provide feedback, is located at: <http://www.leapfrog.org.au/feedback-compliments-and-complaints>

c) Choice & control about your services (Service Agreement)

You have choice and control about what services you will or will not receive from Leapfrog.

A Service Agreement document will be prepared for you which will say what we both agree about the services you are going to receive from Leapfrog, and how these supports will be provided. It sets out:

- a. Agreed expectations around how the services will be delivered by Leapfrog to you
- b. Each party's responsibilities and obligations
- c. How to resolve any problems should they arise



- d. Fees involved
- e. How to end the Service Agreement

When we have agreed, we will both sign the Service Agreement document. You can ask another trusted person to enter into this Agreement for you – a family member, carer, friend or other person.

4. COMMUNICATION OF THIS DOCUMENT

This Charter will be available in the following locations:

- Public website: <http://www.leapfrog.org.au/>
- Designated intranet folder, Current Policies & Procedures
- In hardcopy at each Leapfrog location in the Policies and Procedure folder