

Stronger Together Foundation Service Charter

Our commitment to you

Our Vision

Every child's development is nurtured by the community to ensure they reach their potential.

What you can expect from the Stronger Together Foundation

- ✓ **CHOICE**
You can choose which Foundation services best suit your needs.
- ✓ **PARTICIPATION & PARTNERSHIP**
We will actively involve and listen to you. We will develop a plan for your service in partnership with you and consult with you about decisions that affect your service.
- ✓ **PRIVACY**
The Stronger Together Foundation will keep your information private and only use it in circumstances you have agreed to.
- ✓ **ACCESS TO INFORMATION**
We will provide you with easy-to-understand information about services available to you. The Foundation will provide you with information about fees and charges before you use our services.
- ✓ **FRIENDLY & RESPECTFUL STAFF**
Foundation staff are welcoming and trustworthy. They will treat you fairly and respectfully.
- ✓ **YOUR FEEDBACK IS VALUED**
We will treat any concerns you have seriously and respond promptly to them.

Privacy

The Stronger Together Foundation only collects information and details we need in order to provide you with appropriate services. If you choose not to provide information, the support we can offer may be limited.

With your permission, we may use the information you have provided to refer you to other services where necessary. We may also use your information to report to funding bodies without identifying you. We will not provide your personal information to anyone else without your consent except in circumstances whereby we are obligated to by law.

You can review information we keep about you by requesting access from the Service Director. A copy of the Stronger Together Foundation's Privacy Policy is available at the Stronger Together Foundation office.

Advocacy

Should you require advocacy, here are some helpful services you may wish to contact:

- NSW Disability Advocacy - <https://www.da.org.au/get-support> - 1300 365 085
- Family Advocacy - <https://www.family-advocacy.com/> - 1800 620 588
- Autism Advisory & Support Group – (02) 9601 2844
- Multicultural Disability Advocacy Association of NSW – 1800 629 072

What We Need From You

- ✓ **Provide us with information** so that we can deliver the best possible support and assistance.
- ✓ **Be actively involved** in the Stronger Together Foundation community.
- ✓ **Provide us with feedback** so we know what we are doing well and how we can improve.
- ✓ **Keep us updated** when your needs or circumstances change so we can adjust your service where necessary.
- ✓ **Engage** in all aspects of service planning, delivery and evaluation.
- ✓ **Be respectful of staff** and other people who use our services.

Your Feedback

We welcome feedback and complaints as they help us know what we do well and how we can improve. We endeavour to resolve complaints quickly - we will contact you with an initial response and let you know how we will deal with the complaint.

You can give us feedback by:

- ✓ Speaking with a Foundation staff member or the Service Director.
- ✓ Completing a Stronger Together Foundation feedback form/survey
- ✓ Emailing us at info@fitkidzfoundation.org.au
- ✓ Writing or speaking to our Board of Directors

If you are not happy with the way we have handled your complaint or the outcome, please feel free to appeal. Helpful contacts include:

- NDIS Quality & Safeguards Commission – 1800 035 544
- NSW Ombudsman - (02) 9286 1000

Our Comprehensive Approach to Early Intervention

All of our services are based on the Stronger Together Foundation Comprehensive Approach to Early Intervention. Our services are family-centred, individualised and based on evidence-informed, collaborative, inclusive approaches.

For more information on the Stronger Together Foundation Comprehensive Approach to Early Intervention, please refer to our website www.stf.org.au

For more information please contact the Stronger Together Foundation on 1300 111 783 or info@stf.org.au

 www.stf.org.au

 1300 111 783

 Unit 16/5-7 Anella Ave,
Castle Hill, NSW 2154