

CLIENT RIGHTS AND SERVICE CHARTER – EASY READ

Purpose

This guide explains your rights, how we will treat you, and what you can expect from us. It also explains your responsibilities and how you can give us feedback about our service, as referred to in our Terms of Service. You can ask for a copy of this to be printed for you.

Welcome to CliniKids

CliniKids is part of The Kids Research Institute Australia.

We bring together research and clinical care. We are a not-for-profit organisation.

We help children with developmental delay, neurodiversity or autism, and their families.

CliniKids offers early help through:

- Speech therapy
- Occupational therapy
- Psychology
- Other evidence-based programs

Families can join our latest research programs. We also run training, workshops, and events during the year.

What You Can Expect From Us

When you use our service, we will:

- Treat you with respect and fairness
- Give you clear information about our service
- Tell you about your rights and responsibilities
- Respect your choices
- Involve the people you choose in your services
- Work with your advocates and interpreters when you ask us to
- Make sure our clinic is safe and healthy
- Keep your information private and confidential
- Make sure you are safe from harm by following NDIS practice standards
- Use your personal information only for the right reasons

- Include you in decisions about your services
- Provide clear service agreements and plans that explain the support we will provide
- Help you connect with other services if needed
- Talk with you about how to honour your cultural preferences
- Support you in a way that respects your circumstances and cultural needs
- Make sure all therapists are qualified and keep their skills up to date
- Tell you how to give feedback or make a complaint
- Handle complaints fairly and quickly

How You Can Take Part in Your Services

- Talk with us about your preferences and choices about your services.
- Ask questions so that you understand the services we offer.
- Tell us when you would like to use interpreters and how we can respect your culture.
- If you need information in another format, please tell us.

How You Can Help Us

You can help us give you the best service if you:

- Give us information about your child and their supports
- Tell us if your needs or situation change
- Let us know if you need to change or cancel an appointment
- Be respectful and safe with other families and our staff
- Give us feedback about our service and how we can improve
- Tell us who we can and cannot talk to about your child's care
- Ask questions if you have any about your child's assessment or therapy
- Tell us how you want us to communicate with you

How You Can Give Feedback

We want to hear from you.

You can tell us if you had a good experience or if we can do better.

If you are not happy with our service or feel you were not treated fairly, please let us know.

You can give feedback by:

- Talking to your therapist or therapy team
- Talking to another CliniKids staff member

- Contacting our Clinical Services Manager
- Emailing clinikids@thekids.org.au or writing to **PO Box 855, West Perth 6872**
- Completing our Client Feedback Surveys

How We Handle Complaints

We want to fix problems quickly and honestly.

We will:

- Confirm we received your complaint
- Respond within **14 working days** using your preferred way of communication
- Work with you to find a solution

If you are not happy with our response, you can:

- Contact a Disability Advocate for support
- Make a complaint to the **NDIS Commission** by:
 - Calling **1800 035 544** (free from landlines) or TTY **133 677**
 - Using the [National Relay Service](#) and ask for 1800 035 544
 - Filling out a Complaint Contact Form on the [NDIS Commission website](#)

FURTHER INFORMATION

Further information about this policy can be obtained by contacting the Clinical Services Manager, Theresa Pastor – Theresa.Pastor@thekids.org.au, or by phone on 08 6319 1133.

VERSION HISTORY

Version	Approved By	Approval Date	Review Date	Sections Modified	Owner	Implementation Officer	Author
V1.0	Senior Program Manager, CliniKids	19/02/2026	19/02/28	New Document	CliniKids Leadership Team	Clinical Services Manager	Clinical Services Manager