

Very Special Kids Charter of Rights

Access	<ul style="list-style-type: none"> • We will make our services as easy to access as possible. • We will prioritise access for those in greatest need.
Safety	<ul style="list-style-type: none"> • Our staff are qualified to deliver the care that you and your family need, within the scope of our services. • We will continually improve our services.
Respect	<ul style="list-style-type: none"> • We will treat you and your family with respect, dignity and compassion at all times, regardless of your age, lifestyle, cultural or religious background.
Information	<ul style="list-style-type: none"> • We will provide information in a clear and understandable way to help you and your family make decisions about the care we provide, taking into account age, preferred language and level of understanding. • We will talk with you and your family about other services in the community that may also be able to help with your family's needs. • We will provide you and your family with information about how well we are meeting our service aims.
Partnership	<ul style="list-style-type: none"> • We will discuss and regularly review with you and your family how you want to be involved in making decisions about care. • We will welcome the involvement of your extended family, friends and advocates. • We will obtain consent from you and your family prior to providing care.
Privacy	<ul style="list-style-type: none"> • We will ensure that your personal information or the personal information of your family members is only shared with appropriate health care providers and others to whom you have consented the information be provided. • We will provide you with access to our Privacy Policy.
Feedback	<ul style="list-style-type: none"> • We will make it easy for you and your family to provide us with feedback or to make a complaint about our services, without fear of being disadvantaged in any way.