



## Fit Kidz Foundation Service Charter

*our commitment to you*

### Our Mission

To provide a range of quality Early Intervention services for children with Autism and other Developmental Disabilities to ensure they reach their potential and are included into society.

### What you can expect from the Fit Kidz 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 Fit Kidz 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 Fit Kidz 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 Fit Kidz Foundation's Privacy Policy is available at the Fit Kidz Foundation office.

### Advocacy

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

- 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 Fit Kidz 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 Fit Kidz Foundation feedback form/survey
- ✓ Emailing us at [info@fitkidzfoundation.org.au](mailto: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 Fit Kidz Foundation Comprehensive Approach to Early Intervention. Our services are family-centered, individualised and based on evidence-informed, collaborative, inclusive approaches.

For more information of the Fit Kidz Foundation Comprehensive Approach to Early Intervention, please refer to our website [www.fitkidzfoundation.org.au](http://www.fitkidzfoundation.org.au)

For more Information please contact The Fit Kidz Foundation on:  
(02) 9627 0721 or [info@fitkidzfoundation.org.au](mailto:info@fitkidzfoundation.org.au)