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STATEMENT OF RIGHTS AND RESPONSIBILITIES

SERVICE RESPONSIBILITIES

Muddy Puddles has a responsibility to abide by the United Nations Convention on the Rights of the Child, and with the NDIS Practice Standards and NDIS Code of Conduct. We will:

- treat all individuals with dignity and respect
- recognise and promote individual freedom of expression
- support active decision-making and individual choice including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities
- address any breach of rights promptly and systemically, and ensure opportunities for improvement are captured
- recognise the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability
- keep personal information confidential and private
- give due weight to the views of each child in accordance with the age and maturity of the child
- respect the rights and duties of parents and guardians to provide direction to the child in the exercise of his or her rights in a manner consistent with the evolving capacities of the child
- take all appropriate legislative, administrative, social and educational measures to protect the children from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse
- use person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision
- base service planning, provision and review on individual choice
- actively support individuals, families, friends, carers and advocates to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences
- systematically seek and use input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent
- monitor and address potential barriers to access
- recognise that a child with a mental or physical disability should enjoy a full and decent life, in conditions that ensure dignity, promote self-reliance and facilitate the child's active participation in the community
- direct services to the development of the child's personality, talents and mental and physical abilities to their fullest.

CHILDRENS' RIGHTS

As a child, you have the right to:

- be treated with dignity and respect at all times
- enjoy freedom of expression
- have due weight given to your views and opinions in accordance with your age and maturity
- enjoy a full and decent life, in conditions that ensure dignity, promote self-reliance and facilitate active participation in the community
- be educated in a way that develops your personality, talents and mental and physical abilities to their fullest
- be protected from all forms of physical or mental violence, injury or abuse, neglect, maltreatment or exploitation.

PARENTS & GUARDIANS - RIGHTS

As a parent or guardian of a child attending Muddy Puddles, you have the right to:

- be treated with dignity and respect at all times
- receive information that allows you to make timely and informed choices about the services provided to your child
- be fully involved in the development and review of an individual plan for your child
- be supported in safeguarding and upholding the rights of your child
- be supported and feel safe when giving feedback or making a complaint about the services you receive
- seek external support from the NDIS Quality and Safeguards Commission to make a complaint
- provide feedback to Muddy Puddles to ensure that access to services is fair, equal and transparent
- have your personal information kept confidential and private, and have access to that information at any time.

PARENTS & GUARDIANS - RESPONSIBILITIES

As a parent or guardian of a child attending Muddy Puddles, you have a responsibility to:

- treat Muddy Puddles team members with respect
- provide, in a manner consistent with the evolving capacities of your child, appropriate direction and guidance in the exercise of his/her rights
- make sure Muddy Puddles is kept fully informed about your child's current condition, behaviour, medical diagnoses, medications and allergies
- inform Muddy Puddles if your child has a communicable disease, and keep your child at home if she/he is unwell
- make reasonable efforts to see that your child arrives and is collected on time, and attends as agreed in your individual plan
- make reasonable efforts to encourage appropriate behaviours in your child while in the care of Muddy Puddles, in accordance with guidance from Muddy Puddles
- ensure all invoices are paid in a timely manner
- make sure your contact details are up to date, and respond quickly if notified by Muddy Puddles that your child is in need.

