



Angel House Australia Client Charter

Introduction

At Angel House Australia, we are committed to delivering the highest-quality services and support to our clients. Our Client Charter outlines our commitment to you, ensuring that your rights, needs, and preferences are respected and met in accordance with NDIS guidelines and standards and state, national, and federal legislation.

Our Commitment to You

1. Respect and Dignity

- **Respect:** We treat all clients with respect, recognizing and valuing your individuality, diversity, and cultural identity.
- **Dignity:** We uphold your dignity and autonomy, providing services that respect your privacy and confidentiality.

2. Quality and Safety

- **High-Quality Services:** We are dedicated to providing high-quality services that meet your needs and expectations.
- **Safety:** We ensure a safe environment for all clients, adhering to all relevant safety protocols and standards.

3. Informed Choice and Control

- **Information:** We provide clear, accurate, and timely information about your options, helping you make informed decisions about your care and support.
- **Control:** We respect your right to make choices about your services and supports, involving you in all decisions affecting your care.

4. Access and Inclusion

- **Accessibility:** We strive to make our services accessible to all individuals, removing barriers to participation and ensuring equitable access.
- **Inclusion:** We promote an inclusive environment that encourages participation and engagement from all clients.

5. Individualized Support

- **Person-Centred Care:** We tailor our services to meet your unique needs, preferences, and goals, ensuring personalised and responsive support.
- **Continuous Improvement:** We regularly review and improve our services based on your feedback and changing needs.



6. Rights and Responsibilities

- **Your Rights:** We protect and promote your rights as outlined in the NDIS Code of Conduct and relevant legislation.
 - **Your Responsibilities:** We encourage you to actively participate in your care and communicate your needs and preferences clearly and respectfully.
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Your Rights

As a client of Angel House Australia, you have the right to:

- **Be Treated with Respect:** Receive services that respect your dignity, privacy, and individuality.
 - **Receive High-Quality Care:** Access safe, effective, high-quality services that meet your needs.
 - **Make Informed Choices:** Receive clear and accurate information to make informed decisions about your care.
 - **Access Services:** Equitable access to the necessary services and supports.
 - **Be Involved:** Participate in decisions affecting your care and support.
 - **Privacy and Confidentiality:** Have your personal information kept private and confidential.
 - **Provide Feedback:** Give feedback and make complaints about the services you receive without fear of retribution.
 - **Be Safe:** Receive services in a safe and secure environment.
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Your Responsibilities

As a client of Angel House Australia, you are encouraged to:

- **Communicate Openly:** Provide accurate and complete information about your needs and preferences.
 - **Participate Actively:** Engage in your care and support, making decisions and providing feedback.
 - **Respect Others:** Treat staff, clients, and service providers respectfully and courteously.
 - **Follow Agreed Plans:** Adhere to the agreed care and support plans and communicate any changes in your circumstances.
 - **Provide Feedback:** Share your experiences and feedback to help us improve our services.
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Feedback and Complaints

At Angel House Australia, we value your feedback and are committed to resolving any concerns you may have. If you wish to provide feedback or make a complaint, you can:

- **Speak Directly to Staff:** Discuss your concerns with our staff members, who are trained to handle feedback and complaints professionally and confidentially.
- **Contact Management:** Reach out to Mel Mardon at 02 891 94694 or 0421 375074, or via email at info@angelhouseaustralia.com.
- **External Complaints:** If you are not satisfied with our response, you can contact the National Disability Insurance Agency (NDIA) by calling 1800 800 110, visiting an NDIA office, or visiting www.ndis.gov.au.

Confidentiality and Privacy

We are committed to protecting your personal information under the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Your information will only be used to provide you with the best possible care and support, and will not be disclosed without your consent, except where required by law.

Compliance with Legislation

Angel House Australia operates in compliance with:

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- The NDIS Code of Conduct
- The Privacy Act 1988 (Cth)
- Relevant state, national, and federal legislation

Continuous Improvement

We are committed to the continuous improvement of our services. Your feedback is invaluable in helping us identify areas for enhancement and innovation. We regularly review our practices to ensure they meet the highest quality and safety standards.



Contact Us

For any inquiries, feedback, or concerns, please contact us:

Angel House Australia

- **Phone (Business Hours):** 02 891 94694
- **Mobile:** 0421 375074
- **Email:** info@angelhouseaustralia.com
- **Address:** 875 Old Northern Road, Dural NSW 2158

Thank you for choosing Angel House Australia. We are dedicated to supporting you and ensuring your experience with us is positive, empowering, and enriching.