



## To the Moon & Back Client Service Charter



Our client service charter provides an overview of the standard of service you can expect from us and how those standards are monitored, how you can help us deliver the best services and supports to you and what you can do if our services do not meet your expectations.

### **ABOUT US**

To the Moon & Back is an early intervention organisation in the Northern Sydney Metro area that provides high quality, evidence-based programs and supports for children with autism spectrum disorders and other disabilities and their families. To the Moon and Back specialises in providing Supports in communication development, behaviour management and learning.

We recognise the role parents play as the paramount experts of their child and in providing continuity of care to their children. To The Moon and Back works in partnership with all of our families to effectively guide, empower and support them in their journey with their children. We are committed to ensuring that children with disabilities and their families have choice and control over their lives and are valued and active members of the community. TMB is required to comply with the NDIS Practice Standards and Quality Indicators and our service is guided by the United Nations Convention of the Rights of Persons with Disabilities which states that people with a disability should enjoy and have access to the same human rights and fundamental freedoms as any other person.



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### WHAT YOU CAN EXPECT FROM OUR SERVICES

We strive to provide high quality and outcomes focussed services that reflects your choices and feedback, meets your needs and promotes your rights, wellbeing, independence and inclusion in the community. At TMB we will:

- Treat you with dignity, respect, honesty and fairness
- make sure that you access our supports free from violence, abuse, neglect, exploitation or discrimination
- Assist you to make informed choices
- Support your right to make your own decisions and where necessary provide you with information about the use of an advocate
- Seek and listen to your views and feedback about the services you access and how they may be improved to better meet your needs and preferences
- Collaborate with your family and carers to better meet your needs
- Respect your privacy and comply with privacy laws when collecting, using and managing your personal information
- Provide advice to you about other supports that may be available if we are unable to assist you with a service that you have requested.

### HELP US, HELP YOU/LETS WORK TOGETHER

We want to make sure you receive the best service. To help us dos this, please:

- Treat our staff and other service users with dignity and respect
- Provide accurate and up to date information to help us deliver the right services to your family
- Tell us about any changes to your needs or circumstances
- Give us honest feedback about our services.

### CONTACT US

Please contact us as we appreciate your feedback, whether it is for a suggestion, complaint or compliment about our services.

**Address:** Unit 13/177 Mona Vale Rd, St Ives NSW 2075

**Email:** [info@tothemoonandback.net.au](mailto:info@tothemoonandback.net.au)

**Website:** [www.tothemoonandback.net.au](http://www.tothemoonandback.net.au)