

## The Mater Dei Living Skills Program and Early Intervention Program:

- assists children and young people with a disability to receive services that allow them to participate in their individual plans and to identify and prioritise their personal needs, goals and aspirations
- assists children and young people with a disability to fully access community services, resources and facilities in the pursuit of achieving their goals and developing independence
- ensures that the goals of each child and young person are realistic and achievable with consideration of their age, stage of development, strengths, abilities, goals and dreams.



For Information and Referrals Please Contact:

Pamela Templeton

Director of Services

Mater Dei Living Skills Program

Mater Dei Early Intervention Program

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9.00 am—5.00 pm Monday—Friday

during School Terms



# The Mater Dei Living Skills Program & Early Intervention Program

## Client Rights

Reviewed 18.12.14

The Mater Dei Living Skills Program and Early Intervention Program team of professionals recognises that each person with a disability is unique and has the right to receive a service that is designed and provided in a way that supports them to meet their individual needs and goals, to maximise their opportunities to make decisions and choices the same as other members of the community allowing for privacy, dignity and confidentiality.

The Mater Dei Living Skills Program and Early Intervention Program team of professionals values and respects cultural and religious sensitivities and lifestyle diversity and incorporates a child's and young person's cultural identity and requirements into the development and achievement of individual goals.



The Mater Dei Living Skills Program and Early Intervention Program team of professionals respects the choices, preferences and participation of people with a disability across all aspects of community life by maximising their social and cultural opportunities, inclusion and independence.

Mater Dei understands and supports the principles of fairness and human rights in all aspects of service delivery.

Mater Dei ensures that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.



## Mater Dei

- provides easily understood and accessible information to all clients at service commencement about what the Organisation does, how clients can contact the Organisation, client's rights, the service standards client can expect and opportunities to provide feedback or make a complaint
- ensures young people have access to a fair and transparent system for making complaints and for reporting any breach of their rights
- supports young people to exercise choice and to participate in service delivery and direction
- involves young people in the development and review of Policies and Procedures that impact on their service and
- promotes processes and strategies for equality and the upholding and respect of human rights

