

THE SHEPHERD CENTRE FAMILY CHARTER



The Charter

The Shepherd Centre is committed to excellence in our work towards our vision of every child with hearing loss achieving the best spoken language they are capable of, so they can fulfil their full potential in the world. This will be reflected in how we work with all families of children with hearing loss.

As a result we, our staff, and the families we work with, commit to the following Family Charter.

How The Shepherd Centre works with you

The commitment of The Shepherd Centre to you is that we will:

1. Always act and provide advice based on our understanding of what is in the overall best interests of your child. We will be a positive advocate for your child within and outside of The Shepherd Centre.
2. Provide the highest standard of expertise and services so we can assist your child to achieve the best spoken language they are capable of.
3. Strive to provide your child with the appropriate services they require, including assistance with access and transition to any relevant services, without discrimination and regardless of your child's hearing ability and access to sound.

4. Ensure the safety of your child and yourself whenever you are dealing with The Shepherd Centre, including protecting you and your child's privacy.

5. Treat you and your child with empathy, respect and courtesy; including providing you with meaningful straightforward communications as well as responding to any questions or concerns.

6. Strive to assist your journey of support for your child, including making our interactions with you as easy as we can and being there when you need us.

In return, The Shepherd centre asks the following of your family:

1. Follow through with the clinical program agreed for your child.
2. Advise of us any issues or changes in your life that may affect your child's development; including changes to health, family situation or interactions with other health providers.
3. Recognise that we are a charity with limited resources.
4. Act in a considerate way towards other families, to volunteers and staff at The Shepherd Centre.

5. Support the success of The Shepherd Centre through cooperation with reasonable requests for information to support fundraising; and payment of any fees due including charging of Better Start where appropriate.

"We look forward to working closely together with you and your child on their journey into the world of speech and sound."

Aleisha Davis,
Director of Clinical Programs



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