



## Charter

This Charter will tell you about the Learnings Program's commitment to providing excellent services to people and their families and/or carers. We believe that the better we know each other, the better we can work together to achieve your goals.

Our organisation is an NDIS provider. We offer NDIS support for 'Life Skills', 'Community Participation', and 'Exercise Physiology and Personal Training'. We are fully qualified, and have many years of experience relevant to the programs we provide.

When developing a suitable plan or program, it's important that we understand each person's goals and hopes from working with us. We will provide you with as much information as possible to make the right choice to get the best from our service, the limits of our program or support, and other possible supports.

Before you agree to use our service, we make every attempt to ensure our program is suitable, and try to convey how this may look in different situations or activities. If at any point you or we feel that the program is not of benefit we will review the plan, or suggest other more appropriate possibilities, and support transition where beneficial.

Our service provides ongoing feedback both verbally and formally (case notes, quarterly reports, video/photographic [where approved]), which we find integral to ourselves, participants, and their supports. Once a plan is established our reporting will reflect on the progress, how we are approaching goals, strategies, developments, and achievements. We find feedback from participants and their supports as crucial to assessing progress outside of the program, as well as how the program is going, so we value any feedback and it is much appreciated. We find it important to note here that, the initial plan is not the be all and end all of the support, as often new priorities and goals can often be highlighted after the program starts, therefore the plan is a guide to start with however should be responsive and flexible (real world) to the individual.

In trying to provide the best support possible it is of course highly beneficial to have relevant

information about participants, which can be highly sensitive or personal in nature, and therefore are treated with upmost respect. Any information collected or provided to our organisation is secured and protected, and limited to staff or organisations that have received prior approval to receive this information. Information received or sought should be relevant and specific to the support needs and goals of the participant.

### **Charter Purpose**

This Charter shows our commitment to providing a quality program; growth based activities, and outlines the steps towards achieving successful outcomes.

### **Mission**

Our mission is to provide an innovative service which enhances the lives of participants through healthy and challenging pursuits, whilst building platforms for healthy thinking, resilience, and long term positive growth of the individual and their social world.

We hope to be a valued organisation that adds to the people, the community that it belongs to, and provides a tangible and obtainable model of support relevant to the community's needs.

We also believe our participants and families should be our greatest supporters if we are doing a good job.

Our clients include a broad range of age groups, cultures and backgrounds. We often have close association with families, and other service providers. We provide multiple forms of support, dependent on individual desires or needs. We understand that not all people enjoy the same way of learning or platforms for learning.

### **Service Standards**

We pride ourselves on providing quality programs, activities, and plans. The activities we provide are also part of our everyday business, and have had many years of refinement and have received a lot of positive feedback from participants. The programs we provide are evidence based, and reflect the core components of successful programs developed by Dean throughout his career, and as part of Sarah's many years of experience in the health and fitness industry.

We promote a growth model which sometimes requires a person to take on challenges - whether that be psychological or physically based. Our program is based on 'learning', and so some of the activities will be unknown or often new, however you do receive appropriate support and training to undertake and achieve learning these new skills. The activities we choose are there to progressively challenge you on some level, and are designed to enable you to practice new ways of thinking and dealing with different situations, and enjoy the reward of success. We believe at the end of a program you should be quite good at the activities (i.e. surfing), and progressing. For some just getting in the water is a challenge, so the program is based on strength building processes, which means one activity often adds

to another - i.e. surf-skate/surfing/standup paddle: each uses similar skill sets. For example after a person learns to start rolling on a skateboard, they are actually doing the same stance as required when on a surfboard, and the paddle board requires similar balance ability and body control as learnt on surf or skate boards. Whilst all of this is going on, we are learning about how we learn, and healthy and unhealthy ways of approaching learning a task.

RBLTS's philosophies, policies, as well as procedures support and promote participants and/or their families and carers being active in decision making, having choice, or using advocates. Attached below is a link to procedures such as feedback, complaints processes, or disputes. Any queries on fees and charges will be communicated within the planning mode; however any change in structure or fees will be forwarded to you. Naturally if you have any queries contact us on the numbers provided or speak to us in person on our next contact.