

## Your Rights Client Charter

Integrated Support Personnel respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

In supporting you to exercise your rights, we must comply with the *United Nations Universal Declaration of Human Rights*, *United Nations Convention on the Rights of Persons with Disabilities*, if supporting children, *the United Nations Declaration on the Rights of the Child*, *National Disability Insurance Scheme Act 2013* and *NDIS Practice Standards (2018) - Rights and Responsibilities*.

### **You have the Right to access supports that:**

- promote, uphold and respect your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy;
- are free from violence, abuse, neglect, exploitation or discrimination; and
- allow you to exercise informed choice and control.

### **It is our responsibility to:**

- tell you about and uphold your rights;
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you with fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs, as well as other support options, within and outside [Business Name];
- involve you in decisions about your supports, as well as our programs and policies;
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

### ***As our participant we ask that you:***

- provide us with information that will help us to best support you;
- tell us if things change or you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service, and towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

### **Diversity and Participation**

All aspects of Integrated Support Personnel's service delivery promote participants' active participation and inclusion in the community. We support participants to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other needs and goals.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery; and
- using a strengths-based approach to identify individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

### ***Interpreting and Translation***

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available at no cost to support your interactions with us.

### **Advocacy**

Integrated Support Personnel's fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

### **Privacy and Confidentiality**

Integrated Support Personnel's values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

Integrated Support Personnel's will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

You can request Integrated Support Personnel's full Privacy Statement from any of our staff members.

### **Feedback, Compliments and Complaints**

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Integrated Support Personnel's and is seen as an opportunity for improvement.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form;
- by email to: [maria@integratedsupportpersonnel.com.au](mailto:maria@integratedsupportpersonnel.com.au)
- by phone on: **0402 396 907**
- in writing to: or POBOX 1186 Kunyung LPO Mt Eliza 3930
- Suite 3/115 Hall Road, Carrum Downs VIC 3201 by placing a completed Feedback and Complaints Form in the Suggestion Box in Integrated Support Personnel's Head Office.

Your complaint will be formally acknowledged within five business days. We aim to respond to all complaints and grievances as quickly as possible, and within two business days from acknowledgement.

All feedback and complaints will be used by Integrated Support Personnel to continuously improve our service delivery.

### **Feedback and Continuous Improvement**

In addition to the above, Integrated Support Personnel is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.

### **Complaints**

We encourage anyone with a complaint to speak directly to a Integrated Support Personnel staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to Integrated Support Personnel Managing Director / Maria Antoniou.

You can use Integrated Support Personnel's Feedback and Complaints Form to formally lodge your complaint and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 7 business days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by Integrated Support Personnel to continuously improve our service delivery.

### **Escalating Complaints**

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Integrated Support Personnel's Managing Director, or alternatively through any of the following agencies:

#### ***NDIS Quality and Safeguards Commission***

- Online: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- Phone: 1800 035 544.

#### ***Australian Human Rights Commission***

- Phone: 1300 656 419
- Online: [humanrights.gov.au](http://humanrights.gov.au)

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. See [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au).

#### ***Victorian Department of Health and Human Services***

- Email: [complaints.reception@dhhs.vic.gov.au](mailto:complaints.reception@dhhs.vic.gov.au)
- Phone: 1300 884 706

#### ***Victorian Disability Services Commission***

- Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)
- Phone: 1800 677 342 (TTY 1300 726 563)
- Online: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)
- Skype: call or email to make an appointment first

#### ***Commission for Children and Young People Victoria***

- Email: [childsafes@ccyp.vic.gov.au](mailto:childsafes@ccyp.vic.gov.au)
- Phone: 1300 78 29 78

#### ***Office of the Commissioner for Privacy and Data Protection***

- Phone: 1300 666 444
- Online: [www.cpdp.vic.gov.au](http://www.cpdp.vic.gov.au)

### **Victorian Ombudsman**

- Phone: (03) 9613 6222 or (rural callers) 1800 806 314
- Online: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

### **Office of the Public Advocate**

- Phone: 1300 309 337, (03) 9603 9500 or TTY: (03) 9603 9259
- Online: [www.publicadvocate.vic.gov.au/opa-feedback-and-complaints](http://www.publicadvocate.vic.gov.au/opa-feedback-and-complaints)

### **Independent Broad-based Anti-corruption Commission**

- Phone: 1300 735 135
- Online: [www.ibac.vic.gov.au](http://www.ibac.vic.gov.au)

NDIS participants purchasing products and services have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Consumer Affairs Victoria provides information and advice and in some cases, dispute resolution services for customer disputes under the ACL. In addition to Consumer Affairs Victoria, you can also contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances.

### Complaints about Integrated Support Personnel's Supported Independent Living and/or Accommodation Services

Participants in Supported Independent Living services or other accommodation arrangements can be supported the Victorian Community Visitor Scheme. Community Visitors are coordinated by the Victorian Office of the Public Advocate. They visit disability accommodation services, supported residential services and mental health facilities. Their role is to observe service delivery, make enquiries, inspect documents and communicate with residents to ensure they are being supported with dignity and respect and identify any issues of concern. Further information can be provided by the Office of the Public Advocate on 1300 309 337.

## **Accessing Integrated Support Personnel's Services**

We aim to provide accessible services to you that are safe, engaging and responsive to your support and communication needs.

To be eligible to receive Integrated Support Personnel's services, a participant must meet the following eligibility criteria. The person must

- have one or more identified intellectual, cognitive, neurological, sensory or physical impairments that are, or are likely to be, permanent;
- have one or more identified impairments that are attributable to a psychiatric condition and are, or are likely to be, permanent; or
- be a child who has a disability like those described above or a developmental delay.

Consideration must also be given to the participant's Priority of Access by their relative need compared to others who receive or want to receive services;

- any additional needs they have;
- the extent to which Integrated Support Personnel can contribute to those needs being met;
- the resources available within Integrated Support Personnel to meet the participant's needs;
- other services the participant receives and how Integrated Support Personnel's

- services will complement those and contribute to improved outcomes for the participant; and
- the best interests of the participant.

Anyone wishing to access our services must participate in an Intake Interview. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. The purpose of this interview is to assess your needs and whether Integrated Support Personnel is able to support you. You will be contacted within 1 working day of the Intake Interview and advised of the outcome.

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during an Assessment and Planning Interview, which will take place within 7 working days of your acceptance.

We will review the provision of your supports every 6 months with you and your supporters. Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time.

### ***Service Refusal***

We will accept your choice if we offer you a service and you choose not to accept. Integrated Support Personnel may refuse to offer a person service where:

- they do not meet our eligibility requirements;
- other potential participants are assessed as a higher priority based on our Priority of Access considerations;
- we do not have the capacity to cater to additional participants; or
- we do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

### ***Waiting List Processes***

A person who meets Integrated Support Personnel's eligibility requirements and cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List. Potential participants on our waiting list will be contacted every three months to:

- advise you of your current Waiting List status;
- check whether you want to remain on the list;
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

### ***Appeal***

Any person refused services has the right to appeal. Appeals should be directed in writing to Integrated Support Personnel's Managing Director.

### ***Leaving Integrated Support Personnel's Services***

All participants have the right to exit Integrated Support Personnel's services at any time and a decision to do so will not prejudice future access to the service. You must give us at least 28 days if you wish to leave our services before the end date in your Service Agreement.

All participants exiting the service will be offered an Exit Interview, where we can discuss the

reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services.

Participants who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a Integrated Support Personnel staff member.

### **Service Termination**

Integrated Support Personnel may terminate a participant's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other participants using the service is displayed; or
- dramatic health changes require significantly increased levels of care or a service model not provided by Integrated Support Personnel

Any person whose services are terminated have the right to appeal. Appeals should be directed in writing to Integrated Support Personnel's Managing Director.

### **Fees and Charges**

We will discuss fees with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence.

Integrated Support Personnel will provide you with regular invoices and statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

Please see Fees and Charges Summary in Supporting Documents.  
Please note *\*fees and charges are subject to change.*

### **Freedom from Harm, Abuse and Neglect**

When taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Integrated Support Personnel treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a [Business Name] staff member.

Integrated Support Personnel employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

## ***Work Health and Safety***

Integrated Support Personnel is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all Integrated Support Personnel stakeholders – including staff, volunteers, participants, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when participating in our services.

Where services are provided by Integrated Support Personnel in your home, we expect that you, or the owner of the premises, will take responsibility for your safety and the safety of our staff working there. As far as practicable, please ensure that the premises is safe for our staff and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your care plan or arranged with another service with our support.

## **Community Participation and Inclusion**

Integrated Support Personnel] is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals that could be met by another organisation.