

## Consumer Charter & Code of Conduct

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This Charter and Code of Conduct outlines your rights, how you will be treated and what you can expect from our service. It also sets out your responsibilities and how you can give us feedback about our service. All consumers regardless of funding are subject to this Charter and Code upon engaging with Allied Life Partners service and staff.

Allied Life Partners pay our respect to the First Nations People and elders, past present and emerging upon whose land we deliver a mobile therapy service throughout the Mid North Coast of NSW. We provide services across Forster, Taree and the greater Hastings Macleay- Port Macquarie region.

Allied Life Partners supports people in their own environments which can include their homes, residential aged care, disability accommodation, retirement villages, school, work and in the community. We collaborate with NDIS Participants, Aged Care Consumers, Support Coordinators/ Plan Managers, Care Managers, Insurers, NDIA planners, LAC's, GP's, Health Professionals, carers and families.

We provide assessments, therapy intervention, education and reporting services to assist our consumer's build capacity for meaningful occupation and maintain independence to remain living in the community. Our therapists are experienced delivering community services, have been involved in the NDIS since it commenced and can design and deliver quality and effective services to achieve outcomes.

### Our Commitment

Allied Life Partners uses a biopsychosocial model and strives to deliver outcome focused supports. We recognise and adhere to the [NDIS Code of Conduct](#) and are committed to providing quality support to assist our consumers achieve and maintain independence and fulfilled lives. Our therapists will listen to understand your needs and will collaborate with you and our established networks to support you pursue your goals and best life.

When you are in contact with our organisation, we will:

- Treat you with respect, without discrimination and respect your privacy and confidentiality
- Provide you with sufficient information about our service
- Inform you of your rights and responsibilities
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services where appropriate and collaborate with your supports
- Tell you how to provide feedback on our service, how to make a complaint and ensure your complaints are dealt with fairly and promptly

We value your feedback on a positive experience you have had with us or how we can improve Allied Life Partners services. Please let us know:

- Complete and accurate information about yourself and your situation
- 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 staff and volunteers
- Provide us with feedback about our service and how we can work better
- We want to know if you are not happy with our service or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.
- You can give us this feedback by talking directly to staff or write to us: [info@alliedlifepartners.com.au](mailto:info@alliedlifepartners.com.au)

Information about our service is available at [www.alliedlifepartners.com.au](http://www.alliedlifepartners.com.au)

## How we manage complaints

We want to resolve your concerns and complaints openly, honestly and quickly. We will acknowledge your complaint and respond within 5 working days.

You are able to contact an independent body at any time if you have a complaint about our services if this is your preference, such as:

- The NSW Ombudsmen 1800451524
- NDIS Quality & Safeguards Commission 1800 035 544
- Aged Care Quality & Safeguards Commission 1800 951 822
- Australian Competition and Consumer Commission 1300 302 502

If you require assistance in acting, speaking or writing to providing feedback or make a complaint you are able to access advocacy. You can find information about independent advocacy at:

- Disability Advocacy <http://disabilityadvocacyfinder.dss.gov.au>
- Older Person's Advocacy Network (OPAN) <https://opan.org.au/>

## How you can participate in your services

We encourage our consumers to participate in, and exercise choice over decisions. We will ensure you are aware of and understand our services and are committed to supporting your decisions by using interpreters and advocates where required and will communicate with you in a culturally appropriate manner.