

## 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 are subject to this Charter and Code upon engaging with us.

We encourage consumers of our Occupational Therapy service to participate in, and exercise choice over decisions. We will ensure you are aware of, and understand our allied health service, and are committed to supporting you by communicating in a culturally appropriate manner and respecting your preferred communication preferences, which may include using interpreters and/or advocates where required.

We 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 support 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 multiple stakeholders such as Participants (NDIS/icare/aged care & veterans), Service Providers, Care Managers, Insurers, NDIA/ LAC's, Health Professionals, Guardians, families and carers.

We provide assessment, intervention, education and comprehensive reporting to assist participants in accessing services and build capacity for meaningful occupation and independence in the community. Our therapists are experienced and committed to delivering quality outcome-based services.

### Our Commitment

We use a biopsychosocial model and strive to deliver evidence-based Occupational Therapy. We adhere to our professions and the NDIS Code of Conduct. We listen to understand your needs and will collaborate with you, and your stakeholders, to facilitate you pursuing goals and quality of life.

When you engage with us we will:

- Treat you with respect, without discrimination and respect your privacy and confidentiality
- Provide you with information about our service and inform you of your rights and responsibilities
- Protect your personal information
- Involve you in decisions about services and support
- Support you to connect with other services and collaborate with your supports
- Advise you how to provide feedback on our service and ensure any complaint is dealt with fairly and promptly

### We value feedback which is used to improve services. Please let us know:

- About your circumstances and what is important to you
- Tell us if things change, or you cannot keep an appointment or commitment
- Act respectfully and safely towards all people accessing our service
- Provide us with feedback and how we can work better where appropriate
- If you are unsatisfied, feedback can be provided to us at: [info@alliedlifepartners.com.au](mailto:info@alliedlifepartners.com.au)

### How we manage Feedback and Complaints

We aim to resolve 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 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 provide feedback, or make a complaint, you are able to access advocacy services such as:

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