ribbon

WELCOME

At Ribbon, we believe that everyone can live a life full of happiness & meaning.

www.ribbon.net.au

Acknowledgement of Country

The NDIS Quality and Safeguards Commission acknowledges the Traditional Custodians of the lands upon which we work. We pay our respects to their Elders past, present and emerging.

We thank all Aboriginal and Torres Strait Islander people who share their knowledge of Country and culture with us so that we can work together to shape culturally appropriate services for a more inclusive society.

Artwork by Presten Warren, a proud Wirangu, Dieri, Kokatha, Mirning, Arabana man from Port Lincoln in South Australia.



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This space celebrates diversity



Are you familiar with the Progress Pride flag?

This flag was designed in 2018 by non-binary artist Daniel Quasar to celebrate the diversity within the LGBTQIA+ community. The black and brown stripes represent queer people of colour, while the light blue, pink and white stripes represent trans and non-binary people. The design is based on Gilbert Baker's iconic rainbow flag from 1978, but calls for inclusion and progression for all LGBTQIA+ people and communities.

Find out more: bit.ly/33Zj7rx

Statement of Rights

As a Participant I have the right to:

- Be respected and treated with worth and dignity.
- Be treated with courtesy and respect.
- Be free from abuse, neglect and exploitation.
- Have my needs understood and be supported by staff with the relevant skills and experience.
- Be informed about all matters relating to me.
- Receive high quality care.
- Influence decision making.
- Be assessed to access Ribbon without discrimination.
- Appoint and involve an advocate of my choice.
- Lodge a complaint or appeal without reprise.
- To have my personal information handled privately and confidentially.
- Withdraw consent to share my information with other services.
- Refuse or withdraw from Ribbon as specified my Service Agreement.
- Choose the staff who support me

As a Participant I am responsible for:

- For the co-design of my support plan.
- Selecting the NDIS providers I want to access.
- Attending appointments that will support me to achieve my NDIS goals.
- Attend meetings and events without being substance affected
- Respecting the rights and safety of others who access and work at Ribbon.

Leaving Ribbon:

We will support you to connect with other providers if you choose to exit Ribbon. Change is Good.

Behaviour Support Plans:

Behaviour Support helps you to identify if you have any habits you would like to stop or change. Some Behaviour Support Plans may have restrictive practices included. These strategies aim to keep you staff and the community safe. We will support you to understand your behaviour support plan to make your voice is heard.

Statement of Rights

NDIS Statement of Participant Rights

Participants in the National Disability Insurance Scheme have protected rights under the NDIS Act 2013 and the NDIS Code of Conduct which include:

Choice and control. The right to make your own decisions about your life, goals, and who delivers your support.

Dignity and respect. The right to be valued, listened to, and treated fairly without discrimination.

Safety from harm. The right to live and receive support free from violence, abuse, neglect, exploitation, or sexual misconduct.

Quality and competence. The right to receive safe, reliable support delivered by trained and capable workers.

Fair pricing. The right to transparent pricing that is not higher than what people without the NDIS pay for the same service.

Privacy. The right to have your personal information and records kept private and secure.

Consent We require your consent to collect and share information to provide the services you need. Providing consent is voluntary. You may select not to provide consent or withdraw consent at your discretion.

What are my NDIS Rights and Responsibilities?

- Choose who delivers your support and how they do this.
- You do not have to use the one provider for all your support needs.
- Not use a provider if you feel they may put their business interests ahead of your needs.
- Know about any perceived or actual provider conflict of interest.
- Not to feel pressured to buy services or support you don't want or need.
- Pay for support at a fair and reasonable rate. You should not be charged more than the amount listed in the NDIS price guide.
- Decide what personal information you give to a provider so that they can deliver support and services. Your NDIS Responsibilities:
- Ensuring support, services and products are directly related to your disability and in-line with your plan.
- These services or products are not covered or delivered by another service system or organisation (eg. Medicare or a private health insurer).
- Keeping evidence of what you spend your NDIS funds on, which means recording invoices, receipts, pay slips and bank statements.

Service Agreements

A service agreement will help to ensure that the client and service provider have an agreed set of expectations of what support will be delivered and how they will be delivered.

Things that can be specified in a service agreement include:

- The supports that will be provided.
- The cost of those supports.
- How, when and where the client requires the support.
- How long the client requires supports to be provided.
- When the service agreement will be reviewed.
- How the client and provider will deal with any problems or questions .
- What the clients rights and responsibilities are under the service agreement.
- What the providers rights and responsibilities are under the service agreement.
- What notice is needed for the client or provider to change or end the service agreement and how this can be done.

You can ask someone you know to review and explain the service agreement before your sign it. Or we can organise an indepedent person to help you.

Managing Conflict of Interests

Ribbon will always act in your best interest. You may choose to access Ribbon and other providers. We will continue to inform you about alternative options. Ribbon encourages you to use a wide range of services to ensure all your needs are met. We will contact you if your usual mental health worker is away to check if you would like a replacement or not.

Privacy & Confidentiality

Ribbon is committed to protecting your privacy and confidentiality. We respect your dignity of risk and will support you to make decisions about the services you access and your progress.

We are responsible for protecting your personal and health information in accordance with:

- The Commonwealth Privacy Act 1988
- The Victorian Health Records Act 2001

Ribbon only records information with clients consent and will only use and disclose information for the primary purpose for which it was collected. We may contact emergency or other services if you are at risk of harm without your consent. If this occurs we will tell you afrer the incident.

What information do we record about you?

Ribbon records the information needed to provide you support and to help you achieve your goals.

Who can see my information?

Your information can only be seen by Ribbon staff or other professionals when you provide consent. We may need to share your information if it is subpoenaed by law or for a medical emergency.

Do I have a say about what happens with my information?

Your input about what happens to your information is vital. You can talk to Ribbon if you wish to change or cancel consent you have given to share information about you.

Can I access my file?

Yes. You can access your file and request for amendments to be made. Your information is stored in our NDIS purpose designed software.
To request access to your file email support@ribbon.net.au or call 1300 957 927.

Complaints & Feedback

Complaints and feedback help us to improve our service. We encourage clients to talk to us about any issues that may arise.

How do I make a complaint or provide feedback?
To make a complaint or to give feedback call Ribbon on 1300 957 927. Alternatively, you can lodge a complaint on our website: www.ribbon.net.au

What will Ribbon do with my complaint or feedback?

- Record the complaint or feedback on our register.
- Acknowledge that we have received your communication within 48 hours.
- Manage your complaint or feedback respectfully and in a timely manner.
- Provide an advocate or interpreter where necessary.
- Investigate and finalize the matter with 14 business days.
- Provide you with information about how to appeal if you are not satisfied with the outcome of the investigation.

Can I speak to someone else about how Ribbon has managed my complaint, feedback or appeal?
Contact NDISQSC if you are not satisfied with how we have handled your complaint, feedback or appeal:
NDIA Complaints

Incident Reporting
Contact us by phone email or drop in if you have information about an incident involving Ribbon that you would like to report.
We value your input.

Advocacy

Ribbon values your agency and encourages you to contact the advocacy services below if you would like to speak to someone confidentially about the services we provide.

NDIS Quality & Safeguard Commission
1800 035 544

Mental Health Complaints Commissioner
1800 246 054

Disability Services Commissioner
1800 677 342

National Disability Abuse & Neglect Hotline
1800 880 052

Office of The Public Advocate
1300 309 337

Privacy Commissioner
1300 309 337

Ombudsman Victoria
1300 362 072

Victorian Mental Illness Awareness Council (VMIAC)
1800 849 200

Child Protection & Family Advocacy
1800 849 200

Other Free Services

Ribbon recognises that health and wellbeing is multi-faceted and may require external sourcing. The links below highlight supports outside our scope. Let us know if you need help to contact these or other services.

Sexual Health
https://www.1800myoptions.org.au/

Domestic Violence
https://areyousafeathome.org.au/

Elder Abuse
https://seniorsrights.org.au/get-help/get-help-for-me/

Pensioner Car Loans
https://goodshep.org.au/services/vehicles/

Emergency After Hours Dentistry
https://www.rdhm.org.au/

Fee Interpreter Services
https://www.tisnational.gov.au/

Carers Victoria
https://www.carersvictoria.org.au/information-and-impact/our-advocacy-work/

Advocacy Services Melbourne (CALD Specific)
https://adec.org.au/services/advocacy/

www.ribbon.net.au