

It's OK to Complain

If you feel we are not addressing your complaint, you can contact the following services

You can contact the NDIS Commission
web: www.ndiscommission.gov.au
phone: 1800 035 544
TTY: 133 677.
Interpreters can be arranged.

Advocates can help you:
The National Disability Advocacy Program can help you work with an advocate.
Email them at:
disabilityadvocacy@dss.gov.au

Or write to:
Disability, Employment and Carers Group, Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search 'disability advocate' online



Client Charter

We will listen to you and work alongside you.

By working together, we ensure you receive the best possible service.

You have the right to:

- Be treated with respect and dignity.
- Participate fully in decisions about your support.
- Speak up and be heard.

If we ever fall short or do not meet these standards, you have the right to raise concerns or make a complaint. Your voice matters.

You can also leave feedback by using the camera on your phone



Helpful Connections



Respect Rights Responsibilities

Respect

Respect & Dignity

- We will treat you with fairness, honesty, and respect.
- Your personal information will be protected and used appropriately.
- Our services will be high-quality and tailored to your needs, age, lifestyle, and culture.

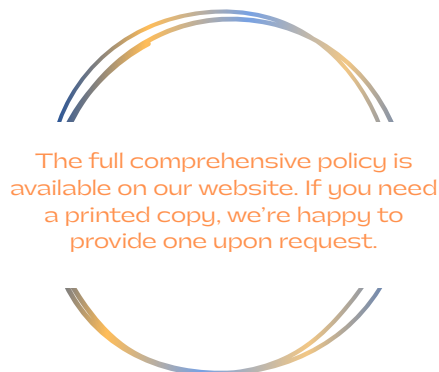
Our Contact Details

Helpful Connexions.com.au
Find us on Facebook

PO Box 353
Bunurong Country, 3783

Hello@hcswh.com.au

0477 279 122



Rights

Participation

- You have the right to a safe and comfortable service environment.
- You can make choices about the services you receive.
- We will provide the information you need to make informed decisions.
- You can have an advocate or support person assist you.
- We will help you access community services if needed.

Speaking Up

- You have the right to raise concerns or make a complaint.
- We will respond as quickly as possible.
- If you're not satisfied, you can escalate your complaint to the NDIS Commission.

Responsibilities

You can help

- Make sure to update your contact information as it changes.
- Keep your appointments – or let us know if you can't.
- Choose someone to support you make decisions – an advocate, friend or family member.
- Treat other people with fairness, honesty and respect.
- Not use offensive, derogatory or racist language.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services.



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Compliments Complaints Advocates

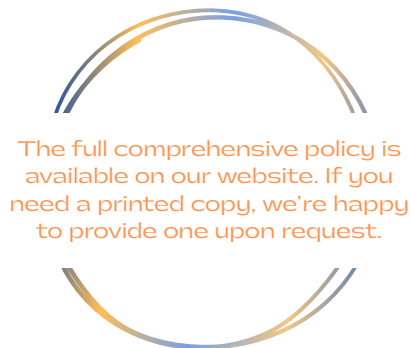
Compliments

We will often ask you for feedback.

We love to hear compliments.
That means we are getting it right.
If you are happy, we are happy!

Your feedback may be used for research or promotional purposes because we want to share the good news. However, all responses will be de-identified to respect your privacy; you can also tell us that you do not want your feedback shared - that's ok with us too.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can. You will always receive a reply as quickly as possible



Complaints

If you are not happy, tell us.

To give you better services, we need need to know. It's OK to complain.

We won't be angry. So don't be shy.
We need to know how you feel.
Help us to do better!

We will always listen and reply to complaints, as quickly as possible. You can complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better

Your complaint will be kept private.

You can comment or complain at any time. You can use the QR code in this brochure, phone, or ask our staff to help. They will make sure the right people get your message.



Advocates

Get help to provide feedback.

- from our workers
- from your family or friends
- from your providers
- from an advocacy service
- from the NDIS Commission

Advocates

A formal advocate is a professional, often appointed or recognized by an organization who supports individuals to have a voice. Formal advocacy is a free service. An informal advocate is usually a friend, family member, support worker or community member.

If you are not sure how to find an advocate, we can help or you can find a list of advocacy services here

<https://valid.org.au/resources-and-media/resources/list-victorian-advocacy-organisations/>



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Incident Response

Your safety is very important to us.
We work hard to deliver safe services.

But sometimes accidents happen.
Sometimes people make mistakes or treat other people badly. We call these things 'incidents'.

This brochure explains how we try to prevent incidents and what we do if one happens.

You can help prevent incidents happening too. Act safely. Treat other people with respect.
And if you don't feel safe, tell someone about it.

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Helpful Connexions



Safety
Incidents
Making it Right

Feeling Safe

We have an ethical and professional duty of care to ensure the safety and well-being of all participants.

NDIS providers are required to follow safety rules to protect everyone, including you, our staff, and the community.

We focus on preventing accidents by thinking ahead. This is known as 'risk management.'

We ask questions to consider the supports we offer, the locations where they take place, the people who assist you, and those around you.

Our goal is for everyone to be safe and feel safe. If you ever feel unsafe, please let us know. We are committed to listening.



Incidents

Our staff are trained to handle problems or accidents and follow NDIS rules in these situations.

If something goes wrong, we will:

1. Report the incident to the NDIS Commission.
2. Investigate what happened.
3. Take steps to prevent it from happening again.
4. Discuss everything with the person who was affected.

We have an ethical and professional duty of care to ensure the safety and well-being of participants. These steps are followed if someone gets hurt, is abused (financially, physically, sexually, or psychologically), if someone reports being hurt, or if staff treat NDIS participants unfairly.

Additionally we are mandatory reporters thereby required to report any concerns of harm or abuse to the appropriate authorities. Our duty of care means we are committed to acting responsibly, respecting not only your rights but that of others.



Making it Right

Everyone deserves to be treated fairly.

If you're involved in an incident, you have the right to understand what went wrong and what steps are being taken to fix it.

We will always keep you informed and treat you with respect.

If you don't receive these answers, you have the right to file a complaint, by phone, email or by using the camera on your phone to access this QR code.

If you are not satisfied with our complaints process, you have the right to seek assistance. The NDIS Commission can help, and an advocate can also support you by speaking on your behalf.



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Your Information

We need to know some things about you.

There are laws to make sure your information is kept private. These laws say:

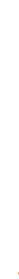
- how we can collect information
- how we store information
- who can see your information
- what we do with your information

This brochure explains how we follow those laws, respect your privacy, and what you can do to make sure your privacy is respected.

You can leave feedback by using the camera on your phone



Helpful Connections



Keeping it Yours
Keeping it Safe
Keeping it Right

Keeping it Yours

Your personal information belongs to you. We need your consent before collecting or sharing any details about you.

You are not obligated to give permission. The information we collect helps us deliver safe and quality services. We will only ask for the information we truly need and explain why we need it, including any photos or videos.

Regarding Your Plan

You have the right to keep your plan private. However, knowing your goals and basic plan details helps us all stay aligned and on track to provide the best support possible. Sharing this information ensures that everyone involved is working towards the same objectives.

If you're unsure about why we need certain information, feel free to ask us for clarification



Keeping it Safe

We are committed to protecting your information and will only use it for the right purposes, sharing it with the appropriate people. All your information is stored securely in line with NDIS privacy and data protection requirements.

The people working with you may need to access your information to provide better services. We will only share your information if:

- You give us permission,
- We are deeply concerned about your safety, or
- The law requires us to share it.

You also have the right to view your information. Just ask, and we'll provide it to you.

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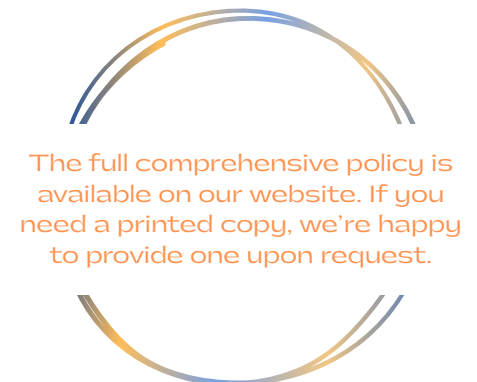
Keeping it Right

If your information is incorrect, it may affect our ability to provide quality support.

Please ensure you give us accurate information and help us keep it up-to-date.

If any of your personal details change, such as your address, phone number, service provider, or emergency contact, be sure to inform us.

We will also review and update your information regularly to ensure it stays current.



The full comprehensive policy is available on our website. If you need a printed copy, we're happy to provide one upon request.