

Participant Induction Pack

ABOUT



This document is about how we make sure your rights are met.

WHAT ARE MY RIGHTS?



If you need help saying what you want, you can get an **advocate**.

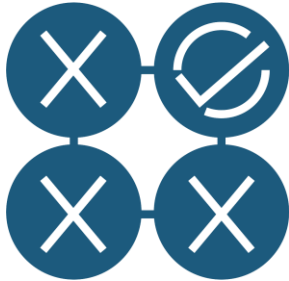
An advocate is an independent person who will speak for you.

If you want an advocate, we can help you find one.



If you are not happy with our service, you can make a **complaint**.

Your complaint will help us improve our services.



You can make your own **choices**.

We will give you all the information you need to make the right choice.



You have the **right** to:

- Have your values and beliefs respected
- Make informed choices
- Be protected from violence, abuse or discrimination

WHAT ARE OUR RESPONSIBILITIES?



We aim to ensure there is no conflict of interest between you and our staff.

A **conflict of interest** is when someone does not do their job fairly. They may provide better services to one participant than other participants.



We have a **duty of care** to protect you from getting hurt as we help you reach your goals.



We protect your **private** information.



We create a **service agreement** that explains all the services you will receive.

This also helps us understand if our services are meeting your goals.

Privacy and confidentiality policy

Easy English version



About this document

This document tells you about our privacy and confidentiality policy.

The privacy and confidentiality policy says how we do what the law says we must do to protect your privacy.



Privacy means that any person has the right to have their personal information to not be told or shown to anyone.

Confidentiality means that there is a duty to keep your personal information private and protected.



If you would like to know more information or you have a question, please ask our staff.



Your privacy

This document is about your privacy. This document will tell you:

- what we know about you
- why we know things about you
- how we will use what we know
- how we will keep what we know safe
- what we do when your personal information has been accessed without your consent.



There are laws to protect your **personal information**.

Personal information is anything that is about you. This could be:

- your name
- where you live
- your date of birth
- your job or day activities
- information about your disability.



We will keep your information **private**.



This means we will **not** tell people your personal information unless we have to.

You do **not** have to give us your personal information.

If you choose not to give us personal information we may not be able to give you services you need.



Why do we keep your personal information?

We ask for your personal information for different reasons:

- it helps us to provide the right services and supports
- we can help you with complaints
- we can give you details about our activities
- we can get staff and pay them for their work.



What personal information do we keep?

The personal information we keep might include:

- your name
- your date of birth
- your phone number
- your email address
- information about your disability.



Sometimes your personal information is **sensitive information**.

Sensitive information is normally private and can include:

- your cultural background
- your religious beliefs
- your sexual orientation
- information about your health.



We also keep personal information on:

- other service providers you receive services from
- your family or carers
- our staff.



We will **not** tell anyone about your personal information unless we have to.

The NDIS Commission might need the information to keep you safe.

How do we use your personal information?



We will use your personal information to help us provide the best services and supports.

We might need to tell other people about you because they give you the supports you need.

You need to give **consent** for us to tell other people your personal information. Consent means you say 'yes'.



We might give other people your information when you have **not given** consent if:

- the laws say we must
- or
- it will keep you safe.

You can ask us any time about the personal information we keep about you.

You can request a copy of your personal records.



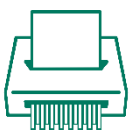
How do we keep your personal information safe?

We keep paper records safe in our offices under lock and key.

We keep your personal information stored on computers protected with a password.

Only staff who provide supports and services to you can see your personal information.

We only keep your personal information as long as we need it.



We destroy your personal information when we no longer need it.



What happens if someone has accessed your personal information without your consent?

When someone has accessed your personal information without our permission *and* without your consent, this is called a **data breach**.



If a data breach happens:

- we will tell you what happened
- we will take action to make sure you will not be harmed
- we will find out why it happened
- we will improve the way we handle your personal information
- we may have to report this to the government
- this will not affect the services we provide you.



Decision making and consent policy

Easy English version



About this document

This document provides information about your rights to make decisions about your life.

Decision making is all about what **you** want.

You have the right to be respected and treated like other people.



In this document you will learn about:

- your right to make decisions about your life
- the meaning of consent
- how we help you to make decisions
- what happens during emergencies.

Our job is to provide support in a way that makes you feel safe and comfortable.



If something makes you feel unsafe or uncomfortable, you can say no.



When you can make decisions

You have control over your life. We are here to support you to make decisions. You can make decisions about:

- daily activities
- food and drink
- money
- household tasks
- hygiene (such as showering and brushing teeth)
- what help you receive from us
- medical visits and treatments
- taking medicine
- sharing your personal information.



We will give you as much time as you need to make decisions.



Consent

When you agree that something should take place, you are giving **consent**.

Before giving consent you have to understand:

- what will be happening
- what you will have to do
- how the activity or treatment will make you feel better
- what might go wrong.



You can make the decision all by yourself if you feel comfortable.

You can ask questions if you are unsure or want more information at any time.



Withdrawing consent

Withdrawing consent means that you are changing your mind.

If you feel uncomfortable about something that is happening, you can withdraw consent at any time.



The Law

We always follow the rules set by the government to make sure that you know your rights.

If you are 18 year or older you can make your own decisions and give consent.



If you are under 18 you can make some decisions as well. However, your parent or guardian may need to help you.



How to give consent

You can choose how you give consent and tell us your decisions. You can give consent by:

- using body language (such as pointing or moving your head)
- signing a piece of paper with a pen
- saying 'yes' or 'no'
- showing us a picture
- spelling out your answer.



Remember that the way you let us know about your decisions is up to **you!**



Substitute decision makers

Sometimes you might need help to make a decision. You can ask a person you trust and they can give you advice.

You can talk to:

- your parents or guardian
- your support worker or carer
- your close friends and family.



A **substitute decision maker** may be assigned if:

- you do not have anyone to help you make decisions
- you are having trouble making your own decisions.

A substitute decision maker can help make informed decisions for you. Their job is to help you make good decisions that will improve your life.



Emergency treatment

We will always help to protect you from harm.

If you are in an emergency, we may NOT ask for consent if:

- you are too hurt to give consent (for example, if you are not awake)
- the doctor believes the emergency treatment will save your life
- you haven't told us that you DO NOT want the treatment
- the person doing the treatment has looked at your care plans.



Feedback and complaints – easy read

FEEDBACK AND COMPLAINTS

Why we like feedback and complaints?



We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:

Wael Hanna / Michel Ragheb

Phone: 0403 951 001 / 0401 950 641

Email: info@betterlifecareservices.com.au

What happens when you complain?



We want you to make complaints and give feedback without fear.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your *consent*.

Consent means saying yes to sharing information with others.

How do you handle complaints?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

How do I make a complaint?

We regularly ask for feedback through:



- phone calls



- surveys



- service review meetings.

You can also make a complaint by:



- writing to us
- sending an email, or
- speaking to someone.



If you need help to make a complaint, we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.

COMPLAINT RECORD FORM

Details of person making the complaint



Note: This form can be completed electronically or by hand.

Date complaint received: _____

Name of person receiving complaint: _____

Position: _____

Does the person making the complaint wish to remain anonymous? Yes No

If no, name of person making complaint: _____

Category of person making complaint: (Participant/Family member/Friend/Advocate/Guardian/Manager/Other provider/Staff member/Other) _____

Preferred method of contact: Phone Email Letter

Phone: _____ Email: _____

Postal address: _____

Participant details

Name of participant complaint is regarding: _____
(if participant is not the person making the complaint)

Is the participant an existing client? Yes No

Can we speak to the participant about this complaint? Yes No
(if complainant is not the participant)

Complaint details

Description of complaint:

What is considered appropriate resolution by the person making the complaint?

Current status of complaint: Investigating Action proposed Resolved Unresolved

What actions have been proposed? Or if resolved, how was it resolved?