

## NDIS Quality and Safeguarding

### Client Rights Fact Sheet

The Client Rights Fact Sheet outlines key client rights and information for NDIS participants and is provided by SCIA to clients to accompany and support each Service Agreement for SCIA's NDIS services.

#### **Privacy and Confidentiality:**

- Your personal or sensitive information obtained will be regarded as confidential and will not be used for any purpose other than that for which it has been given
- SCIA collects information from members, clients, volunteers, beneficiaries, donors, business partners and online users. The purposes for which the information is used is to:
  - Provide SCIA services
  - Provide you with the most appropriate services for your needs
  - Meet any requirements for government funding
  - Monitor and evaluate existing services and plan for future services
  - Comply with legal obligations
- SCIA will not disclose your personal or sensitive information to a third party unless:
  - You have consented
  - It is required under the funding agreement SCIA holds with Government departments
  - You would reasonably expect us to use or give the information
  - It is otherwise required or authorised by law
- SCIA's collection of sensitive information requires consent from you, and SCIA will not use sensitive information beyond this consent, unless your further consent is obtained
- Client information is stored in password protected electronic information systems and only authorised personnel are permitted to access this client information
- Employees of SCIA understand their obligations for privacy and confidentiality and have signed a Staff Code of Conduct which states the confidentiality obligations under their employment contract with SCIA
- SCIA will undertake regular reviews to ensure that your personal information is accurate, up to date, complete and relevant
- You have the right to access, amend or update your information at any time and/or to withdraw/change your consent at any time

#### **Complaints:**

Complaints and other client feedback is an important source for improving our services and growing our capability. The key points in relation to complaints are:

- You have a right to make a complaint or to provide feedback related to SCIA's products or services at any time. You can raise a complaint via a number of methods:
  - Directly with your SCIA contact
  - Calling 1800 819 775
  - Emailing [info@scia.org.au](mailto:info@scia.org.au)
  - Website <https://connect.scia.org.au/FeedbackForm>
  - PO Box 397, Matraville, NSW, 2036
- Information on our complaint management and resolution system including how to make a complaint is available on the SCIA website

- We encourage you to contact your SCIA staff contact to discuss any complaint; our aim will be to work with you to resolve the complaint quickly and informally where possible
- Should we not resolve the complaint to your satisfaction, you also have the right to make a complaint to the NDIS Quality and Safeguards Commission at any time. Our staff will inform and support you to do this should it be needed. You can contact the NDIS Quality and Safeguards Commission by phoning 1800 035 544 (free call from landlines) or by completing a Complaint Contact Form available on their website <https://www.ndiscommission.gov.au/about/complaints>

#### **Conflict of Interest:**

- SCIA is registered with the NDIS to provide a number of support services. You, the participant, have the choice to engage SCIA to provide one or more supports across your NDIS plan
- SCIA has a conflict of interest policy in place to address any potential conflicts of interest. This policy is available upon request and will be discussed with you prior to receiving SCIA services
- SCIA acknowledges that there are a number of service providers registered under the NDIS, some of which SCIA also provides and as a client you are under no obligation to select SCIA to provide any other services

#### **Right to Access an Advocate:**

- All clients have the right to access an advocate for any matter in which they require input, advice or support
- SCIA can provide details of Individual and/or Systemic Advocacy services at the request of a client

#### **Incidents:**

- SCIA has an incident management policy and under this policy, SCIA has processes and systems in place to effectively manage reportable and non-reportable incidents relating to NDIS participants
- SCIA must record and manage:
  - Incidents in the course of service delivery that have, or could have, caused you harm
  - Acts by you that have caused serious harm, or risk of serious harm, to another person
  - Reportable incidents that are alleged to have occurred in connection to delivery of services
- You should immediately report any of the above incidents or alleged incidents to your SCIA staff contact
- Incidents that NDIS service providers must report to the NDIS Quality and Safeguards Commission are death, serious injury, abuse or neglect, unlawful sexual or physical contact, assault, sexual misconduct or restrictive practice in relation to an NDIS participant
- Reportable incidents will be notified to the Commissioner within the prescribed timeframe (immediately or within 5 days); whilst non-reportable incidents will be logged into our Work Health & Safety Corporate Register to ensure that actions are taken to prevent such incidents from happening again
- A reportable incident may, at the discretion of the Commissioner, require further information to be submitted, further investigation to be undertaken, or prescribed remedial action to be undertaken
- Please contact SCIA staff should you need more information on Incidents

**Approved:** July 2019

**Review date:** July 2020