



Your Rights | Our Responsibility

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NDIS Provider No. 4050000563



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Responsible Area: Support Services

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Your Rights | Our Responsibility

Christie Centre Inc. has been through external audits and has been approved by the NDIS Quality and Safeguards Commission as a registered NDIS Provider.



Being a registered NDIS Provider means meeting the Commission's requirements for:

- ✓ Code of Conduct
- ✓ Practice Standards
- ✓ Feedback and Complaint Management
- ✓ Incident Management
- ✓ Worker Screening
- ✓ Behaviour Support

Your Rights | Our Code of Conduct

Christie Centre Inc. upholds a strict ZERO TOLERANCE approach to unauthorised restrictive practices, violence, abuse, neglect, exploitation, harassment and discrimination.

- **We** act with respect for your individual rights to
 - ~ freely express yourself
 - ~ control your own life, and
 - ~ make your own decisions in line with relevant laws and rights.
- **We** respect your privacy and confidentiality.
- **We** provide supports and services in a safe and skilled manner.
- **We** act with integrity, honesty, and transparency.
- **We** promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of your supports, including any perceived or actual conflicts of interest.
- **We** take all reasonable steps to prevent and respond to sexual misconduct.



Your Rights | Consent to Share and Keep Information

Information Management

When you enrol with the Christie Centre, we set up a personal file on our Client Management System, FlowLogic.

FlowLogic has your personal details, copies of your plans, your case notes and feedback you have given us.

FlowLogic is secure and password protected. The only people who can read your information on FlowLogic are your Support Workers and their managers.

Sharing Information

When you join the Christie Centre, we will ask you what personal information we are allowed to share and who we can share it with.

This can include:

- Talking with **your** health professionals
- Talking with the National Disability Insurance Agency (NDIA)
- Auditing your files

Use of Photographs

We will also ask if you are okay with us taking photos, and how you would or wouldn't like those photos to be used. If you agree, we may use photos in:

- Your personal file
- Service guides
- Newsletters
- Newspaper and magazine articles
- Social media (e.g. facebook)
- Websites

You can agree to some, none, or all of these options.

Consent Withdrawal

If you decide that you no longer want us to share your information or photos, you can withdraw consent at any time. Just let your Core Worker or Reception know.

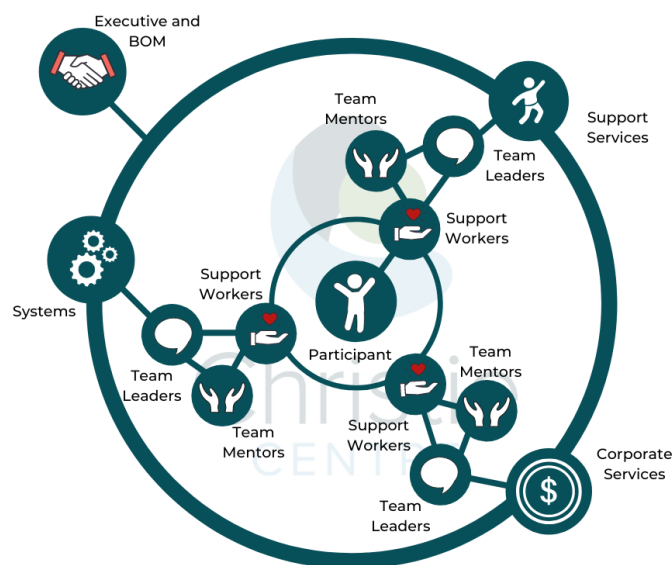
Your Rights | Our Practice Standards

Your Rights and Responsibilities

- **You** are in control of your supports.
- **You** are free to be and express who you are e.g. culture, religion, ethnicity, sexuality.
- **We** don't share information with anyone else unless you say it's okay.
- **We** give you all the information you need to make informed decisions.
- **We** are committed to keeping you free from violence, abuse, neglect, exploitation and discrimination.
- **We** are committed to identifying and managing any perceived or actual conflicts of interest.

Governance and Operational Management

Your supports are managed by a network of people and systems (below)



- **We** look out for everyone's Health, Safety and Wellbeing.
- **We** have a Quality Management System that is ISO 9001:2015 accredited.
- **We** keep individual support plans, case notes and goal reviews to ensure that we are meeting your needs and helping you achieve your goals and outcomes.
- If there is a change to **your** usual supports, **we** will let you know at least 24 hours earlier.

Provision of Supports

- **You** are the centre of your support planning.
- **We** strive to match you with the most suitable workers and programs for your plan.
- **You** will receive a service agreement and enrolment package that has all the information needed
- If **you** choose to leave the Christie Centre, **we** will assist you to make an easy transition to another provider.

Environment of Supports

- **You** will be introduced to your Core support worker when you join so you can recognise them when supports begin.
- **We** will never handle your money or belongings for you unless you ask us to help.
- **We** will not provide you with personal financial advice.
- Medications are stored in a locked cabinet and **we** only administer medicines prescribed by your doctor and documented in a plan.
- Christie Centre has spill kits, sanitary disposal units and professional cleaners to keep **our** services safe and clean.



Behaviour Support

- Our behaviour support practitioners are approved by the NDIS Quality and Safeguards Commission.
- We only implement Behaviour Support Plans authorised by the Disability Services Commissioner VIC / NDIS Quality and Safeguards Commission.
- Wherever possible, we use the LEAST RESTRICTIVE intervention to support positive behaviour.
- If you have a Behaviour Support Plan, we will seek a copy so that we know how best to support you.
- We only use a restrictive practice if it is part of an authorised Behaviour Support Plan.
- Use of restrictive practice outside of an approved plan is reported immediately to the NDIS Quality and Safeguards Commission.

Home Environment Assessments

If you have requested in-home support, we will conduct a risk assessment in consultation with you and/or your guardian to ensure that your home environment is suitable for us to work in.

Complex Care and Medical Conditions

To provide the right support, we ask that you supply us with a copy of any relevant complex care or chronic health plans such as:

- Mealtime Assistance
- Personal Care
- Diabetes Management
- Asthma
- Epilepsy Management
- Anaphylaxis or Allergies

In Case of Emergency or Unexpected Service Interruption

If for any reason, we are unable to provide your usual service, we will contact you or your registered emergency contact person.

Please help us by confirming your records on an annual basis or notifying us if your circumstances change.

Medications

If we are required to dispense medication during support, we ask that you provide a copy of:

- Medication Treatment Sheet (or similar) from your GP

This includes for PRNs (such as Panadol) and short-term medications (such as antibiotics).

If your medication is used for behaviour or mood regulation, we need this to be part of an approved Behaviour Support Plan.

We will confirm these details with you each year. Please let us know if you have any changes of medication.

Your Rights | Advocate

What is an advocate?

- An advocate is a person who helps you speak up.
- They can help you understand information and make decisions.
- They work for you, not for us.

Who can be an advocate?

A family member, a friend, a support person or a professional advocacy service.

When you can use an advocate

- When you need help understanding something.
- When you have a concern or a complaint.
- When you attend meetings.
- When you want support to make decisions.
- Anytime you want someone on your side.

Your Privacy and Confidentiality

We will only share information with your advocate if you say it's okay. You can choose

- What information we share.
- What information we do not share.
- When we share information.
- If you want us to stop sharing information.

Your privacy is always respected when an advocate is involved.

Our Responsibility | Worker Screening

Everybody who works at the Christie Centre has been through a safety screening process prior to starting their jobs.

All workers employed by the Christie Centre have undertaken:

- A National Police Check and if relevant, International Police Check
- NDIS Quality and Safeguards Commission Worker Screening Check
- Working with Children Checks (where necessary)
- Referee checks
- Appropriate training and experience in their area of work
- Commitment to Code of Conduct and Ethical Behaviour
- Commitment to Privacy and Confidentiality Agreement
- Induction process including NDIS Mandatory Worker Orientation and National Disability Services e-Learning

Our Responsibility | Incident Management

The Christie Centre Inc reports incidents that occur at the service sites or during the delivery of services that involves and/or impacts you.

This includes all critical incidents that occur onsite at the service, including inside and around the building and locations that are within view of workers. They may also include incidents which you disclose to us that may put you at risk of harm.

- Incident reports/notifications are made to various parties, these may include:
 - Family/Carers
 - Management/Executive
 - NDIS Quality and Safeguards Commission
 - If under 18 years of age, Child Protection Service – Department of Families, Fairness and Housing (VIC) or Family and Community Services (NSW)
 - Police (relevant State)
- If concerns are about other disability services or a breach of human rights, contact is made with the following parties:
 - NDIS Quality and Safeguards Commission
 - Disability Services Commissioner (VIC)
 - Ombudsman (NSW)
 - Commonwealth Ombudsman
 - Australian Human Rights Commission

We take incident management seriously as a way of keeping everyone safe and improving our services.

NDIS Reportable Incidents

Providers have to report certain incidents to the NDIS Commission. We have to do this to

- Make sure you and everyone else is safe.
- Ensure service delivery is improved for you and everyone else.
- To comply with our NDIS registration requirements.

The incidents we must report to the NDIS Commission are:

- Death of a person with a disability
- Serious injury of a person with a disability
- Abuse or neglect of a person with a disability
- Unlawful sexual or physical contact with, or assault of, a person with a disability.
- Sexual misconduct again, or in the presence of a person with a disability, including grooming of the person for sexual activity.
- Use of unauthorised restricted practice

Internal incident reports

If an incident happens that has an impact on you or other people and the incident does not meet the criteria to be reported to the NDIS Commission, we will complete an incident report on the Christie Centre Client Management System.






Incident reports are actioned by a Mentor or Team Leader and reviewed by Coordinator and Executive Officer to make sure that you and everyone else is safe and free from harm.

Our leadership team keeps a summary of incidents that they use to identify trends and put in place risk mitigation actions to reduce the likelihood of similar incidents happening again.

Your Rights | Feedback and Complaint Management

The Christie Centre encourages people to provide feedback to help improve our services.

If you would like to tell us something, please email feedback@christiecentre.com.au or follow the steps below.

<p>Step 1</p>		<p>Talk to the person</p> <p>Talk to the person you are having a problem with. You might be able to sort out the problem on the spot.</p> <p>Your core worker may be able to assist you to find the right words to say.</p>
<p>Step 2</p>		<p>Fill out a Complaint/Concern Form</p> <p>If you want your complaint/concern written down, we can help you fill out a Complaint/Concern Form. This will be reviewed by management and they will get back to you.</p> <p>The complaint/concern will be kept in a confidential file and will remind us to do better next time.</p>
<p>Step 3</p>		<p>Talk to the Coordinator/Leadership Team representative or a worker who you trust.</p> <p>If the issue has not been sorted out, you can talk with a Coordinator or Leadership Team member.</p> <p>The Coordinator or Leadership Team member can work with others to follow up on your concern.</p>
<p>Step 4</p>		<p>Talk to Nadiene Lynch, our Executive Officer</p> <p>If the other steps have not worked, you can make an appointment to talk with Nadiene Lynch, our Executive Officer.</p> <p>Nadiene can work with team members and other services to see that your concern is resolved.</p>
<p>Step 5</p>		<p>Lodge a formal complaint to an independent body</p> <p>If the Christie Centre has not been able to help, or if you don't want to talk to the Christie Centre, you can make a complaint to:</p> <ul style="list-style-type: none"> - NDIS Quality and Safeguards Commission (National) - Office of the Disability Services Commissioner (VIC) https://www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/ - NSW Ombudsman (NSW) https://www.ndiscommission.gov.au/about/contact <p>Rights, Information and Advocacy Centre (RIAC) can help you to make complaints and appeals https://riac.org.au/</p>