



# Your Rights | Our Responsibility

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NDIS Provider No. 4050000563



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Date Created: January 2020		Approved by: Executive Officer
Responsible Area: Support Services		Internal Audit Date: June 2022

## 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

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## 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.



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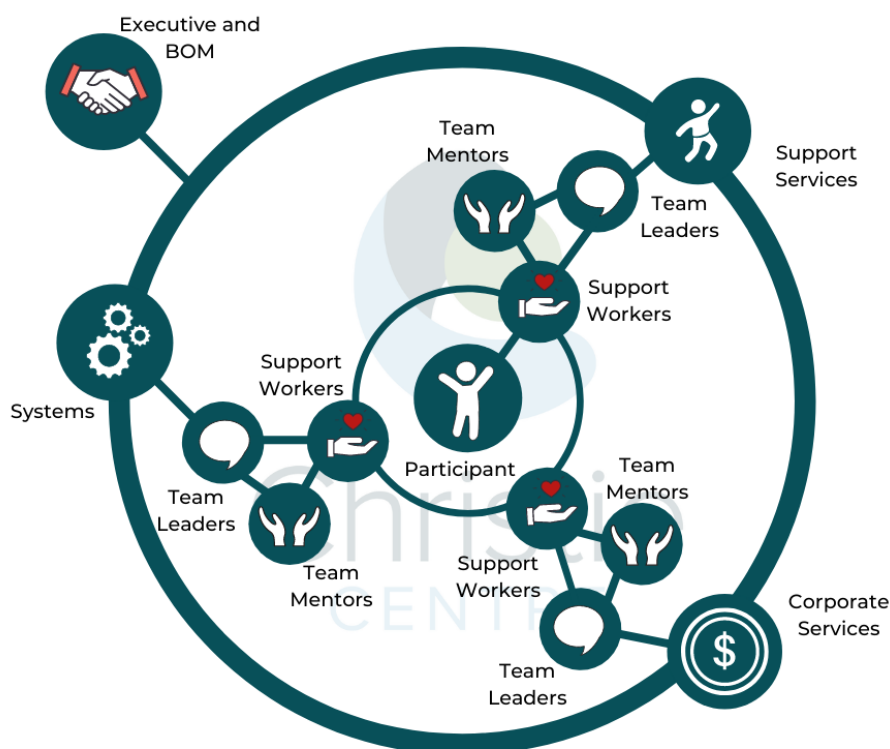
# Your Rights | Our Practice Standards

## 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 interested.

## 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 care 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.

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## Provision of Supports

- **You** are the centre of your support planning.
- **We** always try to match you with the most suitable workers and programs for your plan.
- **You** will receive a service agreement and enrolment package that will tell you everything you need to know.
- If **you** choose to leave our service, **we** will assist you to make an easy transition to another provider.

## Environment of Supports

- **You** will be introduced to your support worker during the enrolment process 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 your personal financial advice.
- Medications are stored in a locked cabinet and **we** only administer medicines prescribed by your doctor.
- Christie Centre has spill kits, sanitary disposal units and professional cleaners to keep **our** services safe and clean.



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## 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.
- **We** only use a restrictive practice if it is part of an authorised Behaviour Support Plan.
- Wherever possible, **we** use the LEAST RESTRICTIVE intervention to support positive behaviour.
- Use of restrictive practice outside of an approved plan is reported immediately to the NDIS Quality and Safeguards Commission.

## 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
- 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

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## Our Responsibility | Incident Management

The Christie Centre Inc is obligated to report 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.

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 taking care of you and improving our services.

### Incident with No Impact

Report to leadership team representative internally within 24 hours  
Follow up by management representative within 48 hours

### Non-Major Impact – has potential to cause impact to you

Lodge incident report with NDIS Quality and Safeguards Commission within 24 hours  
Follow up by Executive Officer or management representative within 48 hours

### Major Impact – has impact to you

Provide verbal notice to Executive Officer or management representative immediately  
Prepare summary report within 2 hours for Executive Officer  
Lodge notification form with NDIS Quality and Safeguards Commission with 24 hours

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.






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## 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](mailto:feedback@christiecentre.com.au) or follow the steps below.

<p><b>Step 1</b></p>		<p><b>Talk to the person</b> 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><b>Step 2</b></p>		<p><b>Fill out a Complaint/Concern Form</b> If you want your complaint/concern written down, we can help you fill out a Complaint/Concern Form. This will be seen by management and a member 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><b>Step 3</b></p>		<p><b>Talk to the Coordinator/Leadership Team representative</b> 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><b>Step 4</b></p>		<p><b>Talk to Florence Davidson, our Executive Officer</b> If the other steps have not worked, you can make an appointment to talk with Florence Davidson, our Executive Officer.</p> <p>Florence can work with other staff members and other services to see that your concern is resolved.</p>
<p><b>Step 5</b></p>		<p><b>Lodge a formal complaint to an independent body</b> 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"> <li>- NDIS Quality and Safeguards Commission (National)</li> <li>- Office of the Disability Services Commissioner (VIC) <a href="https://www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/">https://www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/</a></li> <li>- NSW Ombudsman (NSW) <a href="https://www.ndiscommission.gov.au/about/contact">https://www.ndiscommission.gov.au/about/contact</a></li> </ul>