



Participant Service Charter of Rights

The Participant Service Charter outlines your rights, how you will be treated and what you can expect from Easy Icare Pty Ltd. It also sets out your responsibilities and how you can give feedback on any aspect of the service.

Easy Icare Pty Ltd takes a person-centred approach to care where the participant or their advocate is primary to any decisions being made.

Easy Icare Pty Ltd exists to work with our participants, their advocates, family members and other service providers as relevant, to provide the services our participants need and need within the scope of our services.

We will provide support and work with other groups and education programs directly or in partnership with other services.

You can find information about our services on our website Easy Icare Pty Ltd or by asking one of our staff.

Easy Icare Pty Ltd will aid with services (as above) and provide support and work with other groups and programs directly or in partnership with other services.

Our Commitment to you

Easy Icare Pty Ltd takes a strengths-based, person-centred, holistic approach to care where the client or their advocate is primary to any decisions being made. Will ensure that your care and support are managed with respect and consultation. When you are in contact with our organisation, we will:

- Treat you with respect at all times
- Treat you fairly and without discrimination

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Authorised by	Karl Jenkins (Director)	Review Date	26/2/19
Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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- Inform you of your rights and responsibilities
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Ensure your safety and undertake practices that prevent injury to you and others.

WHAT YOU CAN EXPECT:

- Help you to access and use our services.
- Comply with your signed Service Support Agreement.
- Inform you of your rights and responsibilities.
- Arrange for an interpreter or other language services if you need this.
- Be polite and respect your views, opinions, personal circumstances and cultural diversity.
- Protect your personal information and only use it for the right reasons.
- Provide you with advice on other supports and services that may be available.
- Provide staff that have the appropriate skills and competencies to meet your needs.
- Treat you with dignity, fairness and respect, without discrimination or victimisation.
- Involve you in decisions about the services you receive and support you to have a say.
- Inform you how you can make a complaint and provide information on how we will respond to that complaint.
- Provide support and care that recognises and acknowledges each person's preferences, choices, interests and capability.

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- Support your rights to receive quality care and support in an appropriate environment which promotes your participation.
- Provide services that meet or exceed relevant industry standards such as the National Standards for Disability Services and the Charter of Rights.

HOW YOU CAN HELP:

- You can help provide a quality service if you or your support person;
- Provide complete and accurate information about yourself and your situation
- Explain if there is a change in your health
- Let your support worker know if things change or you cannot keep an appointment or commitment
- Complete consent forms so we can work with your advocate (if applicable)
- Act respectfully and safely towards other people using the service and towards support worker
- Provide feedback about the service and how it could work better
- Report back to us if you are unhappy with services or if there is any matter of concern

HOW YOU CAN PROVIDE FEEDBACK:

Easy Icare Pty Ltd values your feedback on a positive experience you have had with the service or how it could be improved. We also would like to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably.

You can give this feedback by;

- Completing a Compliments, Complaint/Feedback form
- Talking directly to a support worker
- Ask to speak to a more senior person
- Contacting the office on the phone

HOW THE COMPLAINTS, FEEDBACK WILL BE MANAGED:

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Easy Icare Pty Ltd will resolve complaints openly, honestly and quickly. Your complaint and a response will be acknowledged within 1 working day. If you are not satisfied with the resolution of your complaint, you may contact an independent body such as:

NDIS Commission

Ph: 1800 035 544 (free call from landlines) or TTY 133 677. National Relay Service and ask for 1800 035 544.

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCE>

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