

NDIS QUALITY & SAFEGUARDING

Client Rights and Responsibilities Fact Sheet

The information below outlines key client rights and information for NDIS participants and is provided by Royal Rehab Private Petersham (RRP) to participants to accompany and support each NDIS Service Agreement.

Privacy and Confidentiality

- RRP respects and upholds the rights under the Australia Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth), the *Health Records & Information Privacy Act 2002* (NSW) and the *Privacy & Personal Information Protection Act 1988* (NSW).
- By signing this, you are agreeing to the collection and use of your personal information for the purpose of your care and wellbeing in accordance with legislated requirements. 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.
- RRP collects information from participants, advocates or support coordinators. The purposes for which the information is used is to provide RRP services, provide you with the most appropriate services for your needs, to monitor and evaluate existing services, to plan for future services, and to comply with legal obligations
- RRP will not disclose your personal or sensitive information to a third party unless you have consented, you would reasonably expect us to use or give the information, or it is otherwise required or authorised by law. RRP's collection of sensitive information requires consent from you, and RRP will not use sensitive information beyond this consent, unless your further consent is obtained. Please note that in life threatening situations, RRP is obliged to provide necessary information to other health care providers without your consent.
- Employees of RRP 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 RRP.
- RRP 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 and/or to withdraw/change your consent at any time.

Feedback, complaints and disputes

- If the Participant wishes to give the Provider feedback, or if the Participant is not happy with the provision of supports and wishes to make a complaint, the Participant can talk to the Quality Systems Manager on (02) 8585 4900.
- If the Participant is not satisfied or does not want to talk to this person, the Participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

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
- RRP can provide details of Individual and/or Systemic Advocacy services at the request of a client

Incidents

- RRP has an incident management policy and under this policy, RRP has processes and systems in place to effectively manage reportable and non-reportable incidents relating to NDIS participants. RRP must record and manage:
 - Incidents during 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 RRP staff contact
- The provider must report death, serious injury, abuse or neglect, unlawful sexual or physical contact, assault, sexual misconduct or restrictive practice in relation to an NDIS Participant to the NDIS Quality and Safeguards Commission
- 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 RRP staff should you need more information on Incidents