

Informed Consent Statement Regarding Services from Provider;

Life Connect Disability Services

This 'Informed Consent Statement' is designed to give clients of *Life Connect Disability Services* information about how we provide services to you. The statement also gives information about your rights to service.

If you or your supporters have difficulty reading or understanding this information please let the Life Connect Disability Services Staff member know so another way to help you understand the information can be arranged.

The statement contains information about important areas of our service such as:

- The philosophy that underpins our service to the client.
- What your rights are and how we support and protect those rights
- How we deliver that service.
- How we expect to be paid for our services including fees that apply for any cancellation of services.
- How *Life Connect* or the client may discontinue providing or receiving service.

Information in this statement is an overview of our service and service conditions. Our web site (www.lifeconnectdisability.com.au) has copies of all our policies and procedures. You can go to that web site for more detailed information on each part of our services.

If you have difficulty accessing the web site you can let us know and we will help you view that site or arrange another way of giving you the information you need.

You can also learn more about what we do and what we will ask from you as a client by going to our Frequently Asked Questions (FAQ) link on our web site or by reviewing the on-line links to other services and resources. You can also contact us direct by phoning, emailing or using our on-line 'contact us' link for more information.

If you and/or your supporters do not understand this statement you can ask the service provider to explain it in different terms. You can also ask the service provider to give it to you in a more accessible format such as easy read or using an interpreter service.

Our Service Philosophy.

At *Life Connect Services* we deliver support coordination services. Our focus is on helping clients build their own capacity to receive and coordinate services. We use a goal orientated strength based service delivery model. This means we build on client strengths to help them get better at what they enjoy and overcome challenges that get in the way of this. Each client receives an individual goal plan led by the client and supported by us.

Each plan empowers the client to access services through exercising their right to have the choice and control in how they participate in those activities or services. Once this plan is established *Life Connect* works to this plan unless directed towards change by the client. We do not provide long term or open ended help with jobs at home. Our service is all about understanding that you are the expert in your life and listening to you to get the resources, training and support you need to get your choices into action

Our Intake, Assessment and Service Delivery Process

Our services are all fully funded by the National Disability Insurance Scheme.

Each new client will be assessed using internationally developed and recognised assessment tools. A *Life Connect* employee will ask questions about the clients, current level of functioning and for an emotional description on how they feel about their capabilities and goals. We use this assessment tool as it helps us get a concrete score and feel for the clients, situation which we can re-assess over time.

We use this information to develop a plan which comes into use once the client signs for it or accepts it in some other way that shows their ownership of the plan. A *Life Connect* employee may also research for evidence that supports and guides strategies in the plan.

As we work towards the plan, a *Life Connect* employee will record each action as a client case file note to show what has happened and why. Clients are able to review these notes at any time.

We may end our services if we all agree the goal has been reached. Each client will receive a written report describing what was done and what the results were.

A late cancellation or 'no show' fee will be claimed by *Life Connect* to a maximum of eight times from the NDIS. We may end our services if the client does not pay our invoices or consistently misses appointments without good reason.

If we choose to do this, we must give at least 14 days-notice in writing to the client. The client can end our services with at least 14 days-notice in writing without having to explain a reason.

The Assessment Process and How We Look After Your Information

What will the assessment interview involve?

During the interview the assessor will ask you a series of questions to better understand your personal circumstances and any specific problems or stressors you may be experiencing currently. The assessor may also ask you about your past experiences and any medical treatments or diagnosis you may have previously received. People often feel uncomfortable talking about their personal situation with a stranger and our assessors will do their best to make you feel comfortable.

What is the purpose of the assessment?

The information from your specialist assessment will form part of your individual plan. We will only release any information you give us to people or agencies that you authorise us to. Those people or agencies must be involved in helping you achieve the goals and strategies of your individual plan.

Purpose of Holding Information

Information is gathered as part of the Assessment is will only be seen by authorised personnel. Information will be recorded during the assessment, which the *Life Connect* employee may include in the final report to you about your goal or to anyone else you want to receive information about your goal plan.

How will the information be kept and stored?

Client files are held in secure IT systems and a lockable cabinet or case which is accessible only to authorised personnel. Client files may contain information that is relevant to the service being provided, in addition to personal information such as name, address, and contact phone numbers.

Who will have access to the assessment information?

Information gathered as part of the assessment will only be accessible to authorised personnel. This information will be used to complete the final report.

Concerns

If you have any concern about the management of your personal information, please inform your *Life Connect* worker. Upon request you can obtain a copy of the National Privacy Principles, which describe your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of or access to, your personal information, you may do so with the Victorian Commissioner for Privacy and Data Protection, Phone 1300 666 444.

Your Rights While Receiving Services

Receiving and Understanding Information About Your Rights

When you agree to receive service from *Life Connect Disability Services* you will be offered the chance to take part in an intake process. During that process you will receive a *Client Welcome Pack*. The pack gives you information or lets you know where to go to get information on your rights while receiving service. Some of the specific rights this process and ongoing service will attend to are:

- ❖ Understanding the Victorian Charter of Human Rights and NDIS Quality and Safeguards Standards for Disability. You will receive information and referral

to resources to help you access these rights in a format that suits your needs.

- ❖ Access to advocacy. The service will arrange independent advocacy for you if you ask for it or it appears you are not supported and able to understand the service arrangement. The service web site has links to advocacy services and supports you can use free of charge.
- ❖ Your right to privacy and dignity. The *Life Connect Privacy* policy describes what the service will do to protect your rights to privacy and dignity. The service provider will keep your records secure and work to protections you have under the law to be treated with dignity and respect.
- ❖ Your right to access records. *The Life Connect Privacy* policy describes how your information will be managed and how you can access those records.
- ❖ Your right to give feedback about service. The *Life Connect Delivery of Services Policy* describes how you can make and receive feedback. You can lodge feedback on-line, in person or any other way and expect a reply and action within a reasonable time frame.
- ❖ The extent of your rights including the right to be free from abuse, neglect and preventable injury. The *Life Connect Code of Conduct, Customer Service Charter, Professional Conduct and Abuse Policy and Occupational Health and Safety Policy* describe protections and obligations relating to you as a receiver of service. All reasonable steps will be taken to protect you from harm through action or inaction. This obligation extends to you to inform staff at *Life Connect* of any situation that may cause harm. You are also responsible for any conduct that may cause harm.

Complaints About Service

If at any time you are not happy about the service you receive from *Life Connect* you can complain about service to the provider. This complain can be verbally, in writing or in any other way you need to get your message across. Once the complaint has been received the service provider will give you an acknowledgement in writing that they have received the complaint within 48 hours of receiving it.

If *Life Connect* does not resolve the issue satisfactorily you can lodge a complaint with the NDIS Quality and Safeguards Commission. The commissioner has legal powers to take your complaint and investigate it. They also have powers to demand information from the service provider and make orders about what the service provider must do.

Managing Incidents:

The service has policies, guidelines and processes in place for managing incidents that may harm you or some other person. You can go to our website to review our incident management policy or you can look at our delivery of services policy which will give you information on how we manage not only incidents but interruptions to service.

Signature of Client:

Date:

Signature of Client Supporter:

Date:

I/We have received a copy of this informed consent statement. I understand it is an overview only of the way Life Connect provides services. The content of this statement have been explained to me where I did not understand or wanted to know more about it.

I/We understand that the Life Connect Disability Service has a range of resources available to help us access information. I/We also understand that the service will arrange alternate ways of understanding that information including advocacy or other independent services to review the services on offer to the client.