

Connecting You to Life
www.lifeconnectdisability.com.au
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 PO Box 1981, Bakery Hill, Victoria, 3354
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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 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 and why *Life Connect Disability Services* or the client may discontinue providing or receiving service.
- Your right to the services of an advocate to support you in 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.

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About our support coordination services

Support coordination has a unique role in the NDIS service process. It often involves services done on your behalf. Often you may not be present while the support coordination activities are carried out. At Life Connect Disability Services we aim to do our very best to help you develop an understanding of how the NDIS works and to get the best services you can with your funded supports.

We also have a role in helping you and your supports work with mainstream supports such as providers delivering service to you under the Chronic Disease Management Plan for example. It may also be the case that you might have some sort of crisis like a service provider you feel is not acting in the way you would like.

For support coordination services to be the very best they can be we believe that getting to know our participants and their supporters is extremely important. Common functions we may perform on your behalf to understand your needs and reflect them might be reading and writing reports, making phone calls, sending referrals and going to meetings. This all takes time which we request payment for from your NDIS funding. If at any time you do not want us to perform any functions such as reading reports for example you can tell us and we will not do this although it markedly reduces our ability to give you the very best service.

Our Intake, Assessment and Service Delivery Process

A *Life Connect Disability Services* employee will ask questions about the clients about who they are and what they need from our service. Before you enter into this process you can ask us to arrange the services of an advocate if you need one to help you understand the conditions of receiving service and support you in that process. There is no charge to you personally or from your NDIS funds for the first face to face intake meeting.

The service we deliver to you is documented on our Care View client relationship management software which is specially designed for support coordination. We will record case notes and other records on that client file to substantiate service we deliver to you. You can ask to review these case notes at any time or for a report of progress to be prepared for you to review.

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How We Look After Your Information

Purpose of Holding Information

Information gathered as part of assessment and during service delivery will only be seen by authorised personnel. Information may be included in the final report to you about your goal or to anyone else you want to receive information the service you have received.

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.

Concerns

If you have any concern about the management of your personal information, please inform your Life Connect Disability Services 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 be introduced to resources on the Life Connect Disability Services web site. The web site contains copies of our policies and other information about your rights and responsibilities including:

- Understanding the Victorian Charter of Human Rights and National Standards for Disability. You will receive information and referral to resources to help you access these rights in a format that suits your needs.

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- 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 Disability Services 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 Disability Services 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 feed back. You can lodge feed back 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 Disability Services* of any situation that may cause harm. You are also responsible for any conduct that may cause harm to any person.

Complaints About Service

If at any time you are not happy about the service you receive from *Life Connect Disability Services* 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. You can lodge a complaint by emailing the provider or by filling in and giving to the provider a complaints form which you will be supplied at intake to the service.

If *Life Connect* does not resolve the issue satisfactorily you can lodge a complaint with the Victorian Disability Services Commissioner on 1800 677 342. The commissioner has legal powers to take your complaint and investigate it. They also have powers to demand

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information from the service provider and make orders about what the service provider must do.

Costs Associated With Service Including Any Extra Service Fees.

We charge fees as stipulated in the NDIS pricing guide. All fees and potential fees will be listed in our NDIS service agreement that we will ask you sign with us. We may receive payment direct from the National Disability Insurance Agency, from your financial intermediary service or direct from you depending on how your NDIS plan is arranged.

We do not charge any gap fees, late payment fees or cancellation fees unless stipulated in NDIS rules and regulations. For a full description of NDIS pricing and rules including description of NDIS line items for pricing you can go to the NDIS price guide published by the National Disability Agency on-line.

There are generally no extra fees associated with our service other than the standard NDIS fee for Coordination of Supports. If you ask us for any extra service such as travelling an unusually long distance to meet someone we may negotiate a private payment with you to meet this request.