

# Client Information, Rights & Responsibilities



## Client responsibilities

- Treat SAL Consulting staff with courtesy and respect always.
- Provide a copy of my NDIS plan or the part of the plan that talks about the services SAL Consulting will be providing for you.
- Attend appointments and provide information to SAL Consulting they need to deliver the service.
- Give as much notice as possible if I need to change an appointment date or date.
- Let SAL Consulting know if there are any potential risks in providing services to you. Some examples of risks include if you have a dog that bites at your home or if you have any behaviours of concern that mean we need to provide services in a particular way.
- Let SAL Consulting know if you have any problems with services being provided.
- Give SAL Consulting four (4) weeks' notice if you want to end an agreement.

## Service Access & Equity

SAL Consulting is committed to ensuring that all clients have fair and equal access to services and supports without discrimination of any kind. This includes identifying and eliminating any barriers to access

Services are provided in accordance with following principles and considerations:

- time elapsed since request for support;
- relative priority when considering risk factors;
- and organisational capacity.

In circumstances in which services and supports cannot commence immediately clients will be advised of approximate waiting times for service commencement. Where appropriate or upon request clients will be provided with details of alternate service providers.

## Fees

Where applicable, you will be advised of costs and fees associated with the provision of services and supports prior to commencing services.

Information about fees and associated costs will be provided to you in writing.

## Confidentiality of Client Info

SAL Consulting has policies and procedures in place that comply with the National Privacy Principles that regulates the collection, storage, security, use and disclosure of personal information.

We will take all reasonable steps to ensure your information is accurate and up to date. You have the right to access and correct information held by us. We will seek your consent before we provide your information to another organisation.

## Complaints

You have the right to complain about your treatment, without fear that your action will prevent further access to the service. Grievances and complaints can be made verbally or in writing.

You also have the right to complain to the NDIS Commission about our services.

Request a copy of our Client Feedback Form for information on how to make a complaint.

## Withdrawal from Services

You may withdraw from participation in the service or any treatment programs and other activities, at any time. This will not prejudice any future assistance.

SAL Consulting reserves the right to withdraw services in situations where clients are intoxicated, direct verbal abuse at staff, physically threaten staff or sexually harass staff.

## About Us

SAL Consulting is committed to uphold the rights of clients to informed decision-making in relation to any service we provide. We adhere to the NDIS Code of Conduct which promotes a safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers.

When receiving services and supports from SAL Consulting you should expect that you will:

- Be treated with respect and dignity, irrespective of culture, language, age, disability and/or lifestyle.
- Be consulted about your needs and preferences and be able to refuse or accept assistance.
- Be involved in decisions about the services you receive.
- Be provided with a clear explanation of the services you will be provided.
- Have access to and receive professional, competent services that match your needs delivered by appropriately qualified workers.
- Have access to information about SAL Consulting including services offered, policies and procedures, client rights and complaints procedures.
- Be advised of any changes to services or supports.
- Be able to involve an advocate or interpreter at any time.
- Have your privacy and confidentiality respected.
- Have access to, subject to the rights of others, access to any personal records held by SAL Consulting.
- Be free to complain or express grievances about any aspect of SAL Consulting services, to appeal decisions about service provision and expect to be treated fairly, promptly and without retribution.

## Contact Us

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