



YARRA VALLEY
SUPPORT COORDINATION

CLIENT RIGHTS



INTRODUCTION

Welcome to Yarra Valley Support Coordination! We are committed to providing high-quality NDIS Support Coordination services, ensuring that our clients receive the support they deserve. This Clients' Rights document outlines the rights you have as a valued client of Yarra Valley Support Coordination.

YOUR RIGHTS

You have the right to be treated well

- ✔ We will treat you with respect and dignity.
- ✔ We will treat you fairly and speak honestly.
- ✔ We will protect your personal information and only use it for the right reasons.
- ✔ We will provide good quality services that suit your needs, age, lifestyle and cultural background.



Your Responsibilities



You can help

- Make sure to update your contact information as it changes.
- Keep your appointments – or let us know if you can't.
- Choose someone to support you make decisions – an advocate, friend or family member.
- Treat other people with fairness, honesty and respect.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services

Your right to participate:

- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
- You have the right to the information you need to make good choices.
- You have the right to have someone help you make the best choices – an advocate or support person.
- You have the right to get help accessing services in the community.

Your right to speak out:

- You have the right to complain about the service.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or talk with the NDIS Commission.

it's ok to COMPLAIN!

If we didn't respect your privacy...

Write to us:

Yarra Valley Support
Coordination
PO Box 89, Healsville, VIC, 3777

Phone us:

0428 203 717

Contact the Office of the Australian Information Commissioner

web: www.oaic.gov.au
email: enquiries@oaic.gov.au
post: GPO Box 5218 Sydney NSW 2001

phone: 1300 363 992 TTY: 133 677
Speak and Listen: 1300 555 727
Interpreters can be arranged on 131 450.

Advocates can help you complain The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "disability advocate" online.



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