

# Welcome to Therapy Connect

## *Your rights and responsibilities*



### **Upholding your rights**

At Therapy Connect, our value of *equity* means we believe that all people are free and equal in dignity and rights. We are committed to upholding the United Nations Universal Declaration of Human Rights and the United Nations Convention on the Rights of the Child (CROC).

We make sure we protect the privacy of the people we work with and that we promote a culture that welcomes feedback and act quickly and fairly when we receive a complaint.

Our Code of Conduct is informed by the National Disability Insurance Scheme (NDIS) Code of Conduct. This means we make sure we act with honesty and integrity, protect the privacy of the people we work with, provide services in a safe and competent manner and safeguard the wellbeing of vulnerable people.

To find out more about our commitment to human rights, you can read our Human Rights Policy and Code of Conduct Policy on our website [www.therapyconnect.com.au](http://www.therapyconnect.com.au)

### **Maintaining your privacy**

We maintain your right to privacy by upholding the Australian Privacy Principles (APP). This means we:

- only collect personal information with your knowledge and for the purpose of delivering services and supports;
- keep personal information secure and protect it from unauthorised access or disclosure, misuse and loss; and
- only share personal information outside of our organisation with your consent (except where we must do this, for example where there is a serious threat to life or concerns about the safety of children and young people).

You can find out more by reading our Privacy Policy, which is available on our website [www.therapyconnect.com.au](http://www.therapyconnect.com.au)

### **We make sure you:**

- Are treated with respect
- Do not encounter discrimination
- Experience a safe and secure environment
- Have your privacy maintained
- Are provided with clear information about services and fees
- Have a say in decisions about issues that affect you
- Can have an advocate if you need to
- Can safely tell us what we need to do better



**therapyconnect**  
Therapy Anywhere Anytime

Equity | Integrity | Perseverance



## Feedback and complaints

You can give us feedback or make a complaint in any way, including by speaking to us in person, sending us a letter or email, phoning us or through another agency.

Phone us on 1300 757 806 or send an email to [reception@therapyconnect.com.au](mailto:reception@therapyconnect.com.au)

You can make a complaint anonymously and can have an advocate help you when making or interacting with us about a complaint.

We will treat every complaint with integrity and in a fair and unbiased manner.

At any time you can choose to have your complaint dealt with by an external agency, including:

- Australian Human Rights Commission – phone 1800 620 241 (National)
- Commonwealth Ombudsman – phone 1300 362 072
- (In WA) Health and Disability Services Complaints Office (HaDSCO) - phone 1800 813 583
- National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission (except for WA) - phone 1800 035 544

You can find out more by reading our Complaint Policy, which is available on our website [www.therapyconnect.com.au](http://www.therapyconnect.com.au)

## Access to services

Usually there are no waiting lists for our services but, if demand is high and we need to create a waiting list, we will allocate based on priority of need and on a 'first come, first served' basis. If we can't meet your needs, we can help you engage with another service.

If you choose to move to another provider, we will support your choice by sharing all appropriate information with your new service. We ask that you give us two weeks notice and settle all accounts before transitioning.

## Having an advocate

You can choose to have someone support you in all of your interactions and communications with Therapy Connect. This person could be a relative, carer or friend or a specialised disability advocate. The following website will help you find a provider in your local area

<https://disabilityadvocacyfinder.dss.gov.au>

## Your responsibilities

When you work with us, we ask you to

- be respectful at all times and treat our employees and therapists with courtesy;
- give us the required notice if you need to cancel or reschedule an appointment;
- advise us if there is any change to your contact details or NDIS plan; and
- let us know if you have any concerns about our services.