



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 [therapyconnect.com.au](https://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 incident that must be reported 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 [therapyconnect.com.au](https://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



Feedback & complaints

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

Contact Therapy Connect
1300 757 806
clientservices@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 endeavor to keep you informed on the progress of any complaints or incidents.

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

- ~ Australian Human Rights Commission
1800 620 241 (National)

- ~ Commonwealth Ombudsman
1300 362 072
- ~ Health and Disability Services Complaints Office (HaDSCO)
1800 813 583 (in WA)
- ~ National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission
1800 035 544 (except for WA)

You can find out more by reading our Complaint Policy, which is available on our website 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.

Withdrawal of services

Should we fail to uphold your rights, or should you fail to meet your responsibilities, this is understood to be grounds for discontinuing or withdrawing services.

therapyconnect.com.au

clientservices@therapyconnect.com.au

1300 757 806