



YOUR JOURNEY COMPASS

EASY READ

PRIVACY POLICY

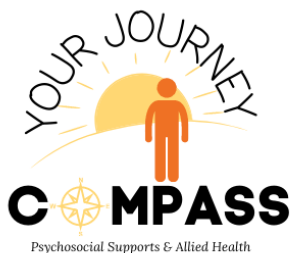
Easy Read



This Easy Read document is a summary of another document.



You can ask for help to read this document. A friend, family member or support worker might be able to help.



Your Journey Compass wrote this document up. When you see 'we' or 'us' it means Your Journey Compass.

Why we have these policies



This document outlines how we treat our clients with respect and keep their information private and safe.

We will explain your rights about your information.



We will keep your information in a safe place.

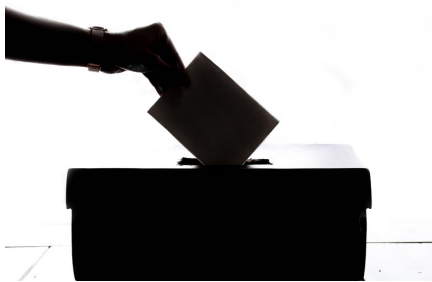
We will only share your information if;

- You give us permission to;
- or
- We have to by law



Personal Information Includes:

- Name and date of birth
- Address, telephone numbers, email
- Bank account details



- Your health records and health services
- Your religious beliefs and practices

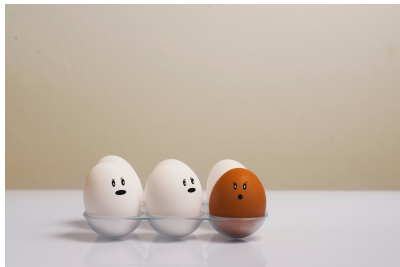
- Political opinions
- Cultural background
- Health of your family
- Whether you have a criminal record



Privacy



This information is kept private so that it does not cause discrimination or embarrassment.



Discrimination is when you are treated unfairly because of your race, belief, sexuality or disability.



Your personal information is protected by the law. This law is the *Privacy Act 1988*.

We can only collect this type of information if you allow us or we are legally permitted.

You do not have to give us your personal information.

But, if you don't provide it, we might not be able to offer the right services and supports.

What you can expect from us



We will explain what we do with your information.

We will explain how you can make a complaint.



We have interpreter services if you need additional support.



Our staff will protect your information.

All of our staff have to sign a confidentiality agreement.

This is a document that shows the person who signs it agrees to keep information private and safe.

How information is collected

We collect your personal information if we need it for:

- Managing a complaint
- Organising services and programs outside of Your Journey Compass
- Deciding the best kind of support for you based on your personal needs



We collect this information directly from you or your legal guardian

Sometimes we can collect this information from the government or other organisations you receive support from

Sharing your information



We might need to share your information with other people so you can receive our services



There is a customer consent form you will be asked to sign when you begin receiving our services



The Customer Consent form will explain:

- Who we get your information from;
- Who we give it to

Sometimes we have to give your personal information to other people or organisations, even if you say that it is not okay.

This only happens if we think that someone is not safe or because we believe someone has committed a crime.

Your Information

How we protect it:

- We have a lot of practices in place
 - We keep filing cabinets locked
 - We have strong computer protection
 - We keep information about people who use our services for 7 years.
-
- If we believe your personal information has been lost, stolen or improperly disclosed, and we think it is likely to cause you harm, we will tell you about it.



Accessing it:

- If your details change, please let us know.
(Example: New address or phone number).
- If you want to access your personal information, you can contact our admin or general manager.
- You will need personal identification to access your information.



CONTACT US

Your Journey Compass

Phone: **0405 883 083**

Email: **contact@yourjourneycompass.com.au**

Website: **<https://yourjourneycompass.com.au>**

Not Happy?

You can contact:

NDIS Quality and Safeguards Commission

Email: **contactcentre@ndiscommission.gov.au**

Phone: **1800 035 544** (free from landlines)

or

TTY 133 677

Privacy complaints may also be reported to the Office of the Australian Information Commissioner by calling 1300 363 992 or by email to enquiries@oaic.gov.au. More detailed information (including information about Assisted Contact and Translating and Interpreting Services) is available at <https://www.oaic.gov.au/about-us/contact-us>.



YOUR JOURNEY COMPASS

EASY READ RIGHTS

This document is about your rights.
Our laws need to respect the rights of people
with disability.

You have the same rights as everyone.

If you are discriminated against or bullied
because of your disability you can complain
to the

Australian Human Rights Commission.

Phone: 1300 369 711

What are your rights?

- Receive good services
- Make your own choices and have control over your life and the supports you use
- Be safe
- Try new things and take risks sometimes
- Seek support from other people
- Work with other services if that is what is needed to reach your goals
- Make complaints



- Respect your privacy
- Let you speak up
- Respect everything about you when you are making choices including;

- your age
- your gender
- your cultural background or faith
- your sexuality
- marital status





YOUR JOURNEY COMPASS

Easy Read Service Agreement

What is a service agreement?

This service agreement is about the services and supports you will receive.

It explains the supports we will give you.

You will see a list of

- Your supports
- Their prices

This is called your *schedule of supports*

Responsibilities

Things that

- *you need to do*
- *we need to do*
- *both of us need to do together*



What **you** need to do...

- Tell us how you want to get your supports
- Tell us 48 hours before if you want to cancel an appointment
- Tell us as soon as possible if your plan changes or ends

What **both** of us need to do...

- Treat each other kindly and with respect
- Work out a plan for your supports
- Check how your supports are going
- Talk to each other about your supports and funding

Responsibilities

What **we** need to do...

- Supports that meet your needs
- Supports when you want them
- An invoice for your supports at least once a fortnight
- Follow NDIS laws - *The National Disability Insurance Scheme Act 2013*
- Keep the paperwork for your supports
- Give 30 days notice if this agreement needs to end
- Listen to feedback
 - fix problems quickly



Paying for your supports

Managements:

- NDIA
 - will pay us for your supports
- Plan Managed
 - plan managers will pay us for your supports
- Self Managed
 - need enough funding to pay for our services
 - pay for travel costs
 - we send invoices so you know how much you need to pay
 - invoices need to be paid within 14 days
 - if not paid, we might not be able to provide supports



Changing/Ending the agreement

- This agreement might need to change
- You might want to change it
- We might want to change it
- We will talk to you about any changes
- You can end your service agreement if we can't give you the supports you need
- You need to tell us 30 days before you want the agreement to end
- If we need to end the agreement, we will tell you 30 days before the date



- You must tell us if you need to cancel an appointment at least 48 hours before
- We may have to charge a fee if you don't tell us



Tell us what you think

It's important that we know how you feel about our service.

You can:

- Give us feedback - tell us how things are going
- Make a complaint - tell us if something is wrong

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YOUR JOURNEY COMPASS

Easy Read Complaints & Feedback

Feedback & Complaints

Feedback is when...

- You tell someone about a problem
- They fix it quickly

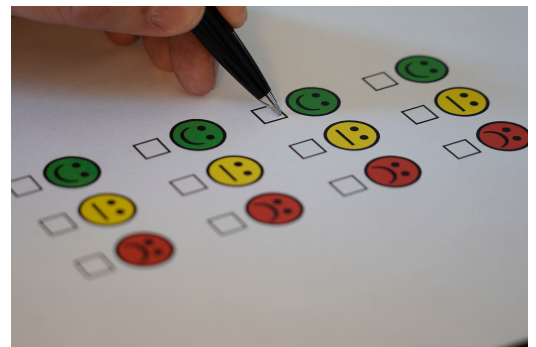


You can also tell us when things go well.

This is positive feedback.

A complaint is...

- Something has gone wrong
- Something is broken
- More serious than feedback



This document explains...

- How to make a complaint
- What we will do about your complaint

Who is this document for?

- Customers
- Family members
- Service providers
- Regulators - someone who checks our work



We want to make sure we treat people fairly.

We want you to tell us what you think.

Complaints and feedback are important to
us.

They help us make our services better &
everyone feel safer

Handling a complaint

When we handle a complaint, we need to show respect for:

- Aboriginal and Torres Strait Islander people
- People from different backgrounds & cultures



Please tell us if you need:

- An interpreter - someone who speaks your language
- Information in a different format

How to make a complaint

- Tell your **Support Worker**
 - They will try to do something about the complaint you have made
 - If they can't, you can fill out a feedback/complaint form

*When you are making a complaint, you can ask for an **advocate**. This is someone who helps you speak up.*



Filling out a Customer Complaint form

- This is making a formal complaint - we take these very seriously
- We keep record of formal complaints
- Your complaint will go to the *Community Engagement Coordinator* - the person in charge of our services in your area.
 - The Coordinator will:
 - Read your complaint
 - Contact you to try to fix your complaint

What next?

Once your complaint has been taken care of, we keep a record of:

- What your complaint was
- How we fixed it



If the Community Engagement Coordinator can't fix your complaint, it will go to the **Director** - the person in charge of all of our services

If you aren't happy with how we handle your complaint, you can contact:

NDIS Quality and Safeguards Commission

Email: contactcentre@ndiscommission.gov.au

Phone: 1800 035 544 (free from landlines)

or

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YOUR JOURNEY COMPASS

Easy Read Incident Management

How we handle incidents

We will always respond to and resolve incidents. Our goal is to make sure that you are happy and safe.

This document will outline:

- How to recognise an incident
- How to get help
- How we respond
- What information we will need from you
- How we will help if you are part of an incident



What is an incident?

- Any time a provider caused you harm
- Any time a provider could have caused you harm
- When you hurt someone else
- When someone feels that you are going to hurt them
- A reportable incident (death, serious injury, abuse, neglect, sexual misconduct, restrictive practices).

Examples

- A person experience harm of any type



- Loss or damage of property

- A near miss that could have caused harm



- Taking the wrong medications

- Harmful changes to usual supports



- Illegal activities

How to get help

If you experience an incident or believe someone else may have experienced an incident, you should let us know. This is called reporting.

Family members, advocates or friends can also help you to report an incident.



You can report an incident by:

- Letting a worker know about the situation
- Sending an email
- Making a phone call

How we respond

- Once we know about an incident we will respond immediately, if possible. If we cannot do this immediately, we will let you know when and how we will respond.
- We will make sure that all our workers know how to respond to incidents.
- Less serious incidents will be resolved by us. We will work with you and any other people involved.



Reportable Incidents

- Some incidents must be notified to the police and the NDIS Quality and Safeguarding Commissioner.
 - For example: If you or any of our participants are badly hurt in any way by anyone. This is called a Critical or Reportable Incident.



To resolve an incident we need to write down what happened and what we did to help. This is called keeping records.

We record:

- Description of what happened
- What time it happened
- Who saw the incident
- When you told the worker

How we will help you

You are important to us, so we:

- Provide support and assistance
- Make sure you are safe
- Look after your health and wellbeing

We will listen and talk to you or your advocate about what happened and how to fix it.



You should know what is happening so we will:

- Ask you for feedback
- Talk to you about what happened
- Consult with you or your advocate through the process
- Your ideas about any changes that would help in the future



If we make changes to correct what happened we will:

- Change our practices
- Change our policies and procedures
- Train our staff

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