

PRAG

CONSULTING
DISABILITY COMPLEX SUPPORT

NDIS PARTICIPANT INFORMATION PACK



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Welcome to Prag Consulting

At Prag Consulting, we believe that everyone can live a meaningful life based on their own strengths, values and goals.

Prag Consulting services and supports are based on quality, being responsive to your needs and working together.

Prag Consulting believes that achievement towards your goals will happen best when you are fully informed, given time to make decisions and choices, and connect well with the people you work with.

Prag Consulting specialises in providing Behaviour Support Services and has a team of highly qualified and experienced Practitioners – all passionate about supporting you to achieve your goals.

In this booklet, you will find more information about Prag Consulting – how you can be engaged, your rights and what to expect, and how you can tell us if you are not happy about something.

Thank you for choosing Prag Consulting – we look forward to working with you.



Your rights

Prag Consulting is committed to making sure the human rights of everyone we work with are always upheld. This means we will work *with* you, to help you achieve your goals.

At Prag Consulting, upholding your rights means YOU:

Are free to choose when to start working with Prag Consulting, and when to stop	Will always be treated with dignity and respect
Can have a say in who supports you	Will be safe from abuse, harassment and bullying
Can participate in the decisions that impact your life	Will have your privacy and confidentiality protected
Will be actively involved in setting goals and planning your supports	Will NOT be discriminated against because of your gender, cultural background, sexual orientation, or disability
Will always be welcome to invite a family member, friend, or advocate to be part of any meetings	Can make a complaint or give feedback about your service – without anything negative happening
Will know how much the services cost, and the process for when costs change (we will check with you again!)	



Carers and family

Prag Consulting recognises the support provided by family, friends and advocates and the important role they play in the lives of many people with a disability. Where you would like these people involved in your supports, Prag Consulting welcomes and values their input, knowledge and expertise.

Privacy & Confidentiality

Information Prag Consulting will collect

To support you safely and help you to reach your goals, Prag Consulting will need to collect some information about you. This will include:

- Name, address and contact details
- Personal information such as family and living situation, work arrangements and guardianship
- Sensitive information such as age, gender, date of birth, and disability and mental health information
- Reports, assessments and plans that have been done by other providers.

How information is collected and shared

Prag Consulting will never collect information about you from other people without asking you first. When you start working with Prag Consulting, we will ask you who we can talk to, and the type of information we can ask them for. You can change your mind about this at any time and let Prag Consulting know.

If someone asks Prag Consulting to share information we have about you with them, we will check with you before sharing the information.



How information is kept safe

Any information about you in paper form is kept in a locked cabinet. Only those people in charge of Prag Consulting have a key.

Information about you that is in electronic form is stored in such a way that only those people working directly with you, and those in charge of Prag Consulting can see it.

Asking to see your information

You have a right to see the information that Prag Consulting has about you. There are some laws that will sometimes mean not all the information can be shared. Please ask us for the information you want – we will give you what we can and explain the reasons if we hold anything back.

Making a complaint about how your information has been managed

If you believe Prag Consulting has not kept your information safe, you have a right to complain.

You can first make a complaint to the Prag Consulting Privacy Officer. If you are not happy with the response, you can talk to:

- The NDIS Quality & Safeguards Commission (details on page 9)
- The Office of the Australian Information Privacy Commission (details on page 9)

Making a Complaint



Your right to complain

Prag Consulting believes that you have a right to expect high quality service, and that if you do not get it, you have a right to complain.

Prag Consulting also believes that complaints are a good way to check how our service is working and find ways that we can improve.

You have a right to complain – and nothing bad will happen if you do!

How to make a complaint

There are many ways you can make a complaint. These include:

- Direct to the Prag Consulting staff member working with you
- By completing a Complaints Form (you can ask your staff member for one)
- Through the Prag Consulting website: <https://www.pragconsulting.com.au/>
- Direct to the Prag Consulting Complaints Officer
 - Ph: 0421 219 723

If you need help to make a complaint, please talk to your Prag Consulting staff member – they can assist you or help you to find an advocate to support you – further details are on page 10.

It is also OK for a family member or friend to complain on your behalf if that is easier.

What happens next

After you make a complaint, the Prag Consulting Complaints Officer will contact you or the person who made the complaint. This contact is to:

- Thank you for the complaint and make sure that you understand it is OK to complain
- Remind you that your services will continue and will in no way be affected by your complaint
- Ask you what you would like to happen – how would you like the complaint fixed
- Tell you what will happen next – what Prag Consulting will do and how long you can expect it to take. We will continue to stay in touch and tell you what is happening until the complaint is resolved.

Resolving the complaint

After understanding how you would like the complaint fixed, and speaking to others involved, Prag Consulting will contact you to finalise the complaint.

If you are not happy with the outcome, you can make a complaint to the NDIS Commission (details on page 9). Prag Consulting can help you to make this complaint if needed.

Incidents

Prag Consulting is committed to making sure that everyone who receives a service from us is safe, and always has their human rights upheld.

Prag Consulting will collect all the information it needs, and plan supports and services to minimise the risk of harm, however we understand, that sometimes, things do go wrong. This might mean that you are hurt or injured.

After an incident

If something does go wrong, Prag Consulting will:

- Immediately make sure you are safe, and reduce the chance of any more harm to you or others
- Support you, and others involved in the incident
- Understand if you would like others to know about the incident such as your family and friends, and with your permission, talk to them about what has happened.

Investigating incidents

After Prag Consulting has made sure that you and others involved in the incident are safe, we will take the time to look more closely at what happened, and what we can do to make sure it doesn't happen again.

As part of this process, we will talk to you and get your input.

Where you can get further information

NDIS Quality & Safeguards Commission

The NDIS Quality & Safeguards Commission has been set up to promote safe and high-quality services, resolve problems and identify areas for improvement.

The NDIS Quality & Safeguards Commission will also take complaints from NDIS participants. To contact them:

- Phone: 1 800 035 544
- Email: feedback@ndiscommission.gov.au
- Write to: PO Box 210, Penrith, NSW 2750
- Web: www.ndiscommission.gov.au



Office of the Australian Information Commission

The Office of the Australian Information Commission can hear complaints from people who believe their privacy has not been protected. To contact them:

- Phone: 1 300 363 992
- Email: enquiries@oaic.gov.au
- Write to: GPO Box 2999 Canberra, ACT2601
- Web: www.privacy.gov.au/complaints

Advocacy Organisations

Disability advocacy organisations support people with a disability to have an active say in the decisions that affect their lives. An advocate is someone who can attend meetings with you, talk to Prag Consulting on your behalf, and help you to understand your rights.

Information about advocacy organisations in Victoria can be found at:

- Web: <https://providers.dhhs.vic.gov.au/disability-advocacy-organisations>



Interpreting Services

For people with a disability and their families who come from non-English speaking backgrounds, understanding the NDIS, Service Agreements and support plans can be difficult. Please let us know if you would like support from an interpreter.