

Client Information Sheet

This information sheet explains how Vivir can support you to reach your NDIS goals. In order to provide the best quality service to you, we ask that you read the following Client Rights and Responsibilities.

Client Rights & Responsibilities

- tell us about the supports that you want and how you want to receive them;
- be polite and respectful to the staff who work with you, and to other participants in any program or service that we provide to you;
- tell us if you've got any problems with our services and support;
- tell us if you can't make it to an appointment;
- tell us straight away if you want to end the Services Agreement;
- tell us straight away if your NDIS Plan changes or if you stop using the NDIS;
- help us to follow the Act, the Rules and any other relevant laws;
- allow us to contact medical assistance in case of unexpected illness or injury, and you must pay any costs relating to your health;
- accurately fill in the participant information details in Services Schedule and tell us straight away if any of those details change;
- provide us with any personal information, including any sensitive information, as needed, in order for us to properly provide our services, including information to identify you appropriately.
- If at any time you are not happy with the service you are receiving, or you feel we are not meeting our obligations, please contact the NDIS Operations Lead on 1300 184 847 or email ndis@vivir.com.au.

Privacy & Confidentiality:

Your privacy as a participant is of paramount importance to Vivir. We follow strict guidelines and legal requirements to ensure your personal information is protected and secure. Vivir utilises a custom-built Information & Software Management System that has been designed to ensure your personal information and medical records remain protected and confidential. At any time that information is required to be shared to additional parties, we will gain your written consent prior to the provision of this information. Further, the use of any photography and videography will only be obtained after your direct written consent has been provided. You can access our privacy policy at: www.vivir.com.au

Safety:

To ensure your safety and that of our staff, Vivir will undertake a risk assessment prior to our first visit at your home or workplace. Once we have completed the risk assessment, we will discuss any concerns or risks that we have. We will ask you questions and request that you:

- Provide information about safe access to the property (stairs, pathways etc.)
- Provide information about parking near the property
- Provide information about pets and animals and keep them restrained during our visit
- Delegate a private space for therapy
- Notify Vivir immediately if you become unwell during or prior the visit.
- Notify Vivir if you contract an infectious or communicable illness or disease.
- Notify Vivir staff of any potential or new safety hazards
- Notify Vivir of any risk you are aware of, relating to the property.

As a part of ensuring safety for you and our staff, Vivir employees are required to report and document all incidents, injuries and near misses that may have occurred. As a result of an incident, there may be an occasion that a visit cannot go ahead due to safety reasons. If this is the case, we will notify you directly and develop a plan to manage the risk to allow services to resume.

Advocacy:

Vivir welcomes and encourages the use of an advocate or delegated support person during your assessment and ongoing therapy. If you wish to have a support person present during therapy, please contact Vivir on 1300 184 847 or email ndis@vivir.com.au so we can communicate the presence of a 3rd party to our staff.

Participant Access:

Vivir works to ensure you have access to quality allied health services that is evidence based and provided by professional and qualified clinicians. To provide the best therapeutic outcomes, we will:

- Respect your request to be treated by a specific clinician and accommodate where possible.
- Respect your power of choice and will support your decisions relating to your care.
- Provide care that respects your cultural beliefs and preferences and incorporate these into your therapy services.
- Work with you to provide information in a form that you prefer and understand.
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If English is not your first language and you require an interpreter, we will work with you. We will arrange for an interpreter service to be involved in your therapy and service provision, which will need to be funded via your NDIS plan.

Consent:

Your consent to treatment and intervention is very important. We need to ensure that you not only understand the therapy that we are recommending, but that you agree and consent to the therapy on each occasion of service delivery. We will gain your initial consent to therapy at the time of the service agreement. We will also ensure that you consent to therapy each and every time we provide a service. It is important for you to know that you can withdraw your consent at any time before, during or after therapy and we will respect your decision.

Mutual Respect:

At Vivir we value and respect our clients. We are bound by regulations and a code of conduct that demands we treat our clients with dignity, respect and in a safe environment. We are required to report situations of violence, abuse and neglect. We will ensure that we will arrive for your therapy and be easily identifiable with an appropriate uniform and name badge, which we can present on request.

We also ask that you offer our staff and clinicians the same level of mutual respect. We ask that at no time do you harass, abuse or demonstrate violence towards our staff and clinicians. In situations where this may arise, our staff are required to leave the premises immediately. We ask that you provide information about the safety of your premises and any changes to the environment that may threaten our safety.

Feedback:

At Vivir we value your feedback of our services. We use your feedback as a tool to improve our service provision and enhance your experience as a participant. We welcome all types of feedback. If you wish to provide feedback, you can do this in 3 ways:

- 1) Provide feedback directly to your therapist
- 2) Go to our website www.vivir.com.au and complete a feedback form
- 3) Email or call our NDIS Operations Lead on 1300 184 847 or email us at feedback@vivir.com.au.

Complaints:

Whilst we love positive feedback, we also understand that at times you may have a concern about a service provision. We encourage you to discuss these concerns with our therapist during your visit. If you don't feel comfortable doing this, we recommend that you make a complaint by:

- 1) Go to our website www.vivir.com.au and complete a complaints form
- 2) Email or call our NDIS Operations Lead on 1300 184 847 or email ndis@vivir.com.au.
- 3) At any time that you feel your complaint is not being addressed, you can contact the NDIS commission at commission@ndis.gov.au. You can view our complaints policy at www.vivir.com.au.

Incidents:

We understand that an incident may occur that requires further follow up and notification. If you feel that there has been an incident that requires further follow up and investigation, please submit an incident form by:

- 1) Go to our website www.vivir.com.au and complete an incident form. Our NDIS Operations Lead will follow up your incident as per the incident management policy. You can view this policy on our website www.vivir.com.au.

Our Rights & Responsibilities

Vivir appreciates that our service provision is regulated by strict guidelines. As a result, we accept our rights and responsibilities as providers and agree to:

- provide services as agreed in your Services Schedule;
- treat you politely and with respect, and include you in all decisions about your support;
- let you know what to do if you have a problem or want to complain;
- listen to your feedback and work with you to fix any problems quickly;
- tell you if we want to end the Agreement;
- store any personal information carefully and privately, and keep it up to date, in accordance with our Privacy Policy;
- give you at least 24 hours' notice if we need to change your scheduled Service;
- obey all laws that apply, including the Act and the Rules;
- provide accurate invoices and statements of your supports.

We look forward to working with you towards the successful completion of your NDIS goals. At any time, if you have queries or concerns, please do not hesitate to contact Vivir Healthcare on 1300 184 847 or email us at ndis@vivir.com.au.