

UNDERSTANDING YOUR: Rights & Responsibilities

Independent Disability Services (IDS) takes rights and responsibilities seriously.

The information in this brochure is to help you understand what you can expect from IDS employees and the agencies we engage on your behalf. It also explains what your responsibilities are as a client of IDS.

Your rights

We are committed to upholding your rights to:

- Receive services and supports that are appropriate to your needs;
- Be actively involved in decisions about your support;
- Be informed about services options and costs;
- Receive help to understand any information you are given;
- Request the support and guidance of family, friends, carers and independent advocates to uphold your rights and represent you;
- Look for information and advice from elsewhere;
- Have an independent advocate;
- Refuse a service and not be discriminated against for future services;
- Receive services in surroundings that ensure privacy;
- Have your personal information kept private and confidential;
- Access your records and ask for information to be corrected if it is wrong;
- Make a complaint at any stage;
- Be treated with courtesy and respect by IDS employees and staff of agencies engaged by IDS;
- Receive care that respects your culture, beliefs, values and characteristics;
- Autonomy, including your right to intimacy and sexual expression.
- Conflict of interest. IDS is a service provider of Support Coordination and Direct Supports. There is a conflict of interest that exists, however we will work to assure that clients have choice and control regarding the services they receive and who provides those services. Clients will not be directed to receive services from IDS and will always be offered options. If a client has engaged IDS Support Coordination and Direct Supports, the client will be supported to exit an IDS service at any point in time, without it impacting the other services provided by IDS.

Your responsibilities

- Attend appointments or let the team at IDS know promptly if you can't attend;
- Tell IDS staff as soon as you want to change your planned support or if there are any problems with the care or services provided;
- Provide a safe environment for IDS staff visiting your home;
- Treat IDS staff and other clients with courtesy and respect;
- Communicate as openly and honestly as possible in regards to the care and services you are receiving;
- Ask questions if you're unsure about something;
- Process any invoices promptly;
- Respect privacy and confidentiality of others.

Collection and use of information

IDS only collects information needed to support the services we provide:

- Your file is confidential, there is no unauthorised access;
- Authorised IDS staff conduct regular audits of client records to ensure the standard of record keeping is maintained. Your file may be audited for this purpose;
- Your information can only be shared with other service providers if you give your consent



**Independent
Disability
Services**

Changing lives, empowering people

Feedback

Clients should always feel free to:

- Provide compliments or complaints to IDS about the care and services you receive;
- Have complaints investigated and to have the appropriate steps taken to resolve the issue;
- Contact the Disability Services Commissioner if you are not satisfied with the response you receive after making a complaint to IDS;
- Contact the Disability Services Commissioner at any time if you have concerns about the services you received from IDS.

You can select from the following options if you wish to provide feedback to IDS, depending what is comfortable for you.

Email feedback@idsa.org.au

Emails sent to this address can only be seen by the Client Services Manager and CEO.

Phone 03 9340 5100

Speak to our Client Services Manager.

Complete our Online Form

Visit www.idsa.org.au/feedback and complete our Feedback Form.

Additional Resources

Consumer Affairs Victoria

Call: 1300 558 181

Visit: www.consumer.vic.gov.au

Disability Advocacy Resource Unit

Call: 03 9639 5807

Visit: www.daru.org.au/contact-us

Disability Services Commissioner

Call: 1800 677 342

Visit: www.odsc.vic.gov.au

Victorian Information Commissioner

Call: 1300 666 444

Visit: www.privacy.vic.gov.au

For more information or to discuss how we can help, contact us!

Phone: 03 9340 5100

Email: admin@idsa.org.au

Level 3, 60 Leicester Street
CARLTON VIC 3053

www.idsa.org.au



we value diversity

We pride ourselves on ensuring our services are inclusive and accessible for all Victorians regardless of ethnicity, gender, gender identity and expression, religion or sexual orientation.



We are committed to ensuring accessibility of our services and information.



We provide access to interpreting services if you need them.