

SPOT PAEDIATRICS



CLIENT HANDBOOK



SPOT Paediatrics New Client/Participant Handbook

Thank you for choosing our services. As a valued NDIS participant and client, we are providing you with a SPOT Paediatrics Welcome Pack.

Within this pack you should receive information regarding your Rights and Responsibilities as a participant including:

Individual values and beliefs- you have the right to express your individual values and beliefs

Person-centred supports- you have the right to individualised and person-centred supports

Privacy and dignity- you have the right to privacy and confidentiality

Independence and informed choice- you have the right to be informed and make independent choices

Violence, abuse, neglect, exploitation and discrimination- you have the right to be safe from harm and abuse

Feedback and complaints- you have the right to comment or complain

Incident management and safety- you have the right to access services in a safe environment

Access to supports- you have the right to access supports

Handling of monies- you have the right to be informed about handling of participant monies

Key worker/therapist- clinicians will collaborate with other professionals to ensure a team approach to providing services is taken

You will receive the following documentation to ensure that both the participant/carer and SPOT Paediatrics are informed of and agree upon the services provided:

- Client Feedback Form
- Addressed envelope for anonymous return of customer feedback
- Media Consent Form
- Consent to Contact Other Professionals Form
- Service Agreement (NDIS Participants only)
- Service Allocation (NDIS Participants only)
- Risk Assessment (NDIS Participants only)

*Please note – All SPOT Paediatrics policies, statements and documentation provided, are written for and addressed to the NDIS participant; however, as SPOT Paediatrics clients are paediatric all information is communicated to the participant's carer on behalf of the participant.

Our Mission

Provide a high-quality, individualised, and caring service to children with developmental delays/disorders and disabilities.

Your Rights and Responsibilities

Individual values and beliefs

Each participant's autonomy is respected including their right to intimacy and sexual expression, culture, diversity, values and beliefs.

Each participant's individual rights to freedom of expression, self-determination, and decision-making are respected.

You have the right to have your wishes, beliefs and practices respected and reflected in your treatment plan.

Person centred supports

Each participant has the right to receive services that are individualised and discussed openly with the participant/participant's carer to ensure therapy goals are directly tailored to the participant's needs.

Privacy and dignity

Your privacy and right to confidentiality will be respected at all times.

We may request your consent to record or take videos/photos of your child for general promotion, marketing, training within SPOT Paediatrics and promoting awareness of the profession. You have the right to decline.

Consent will be gained before any audio/visual recording is collected (see Media Consent Form).

Information about you that is required for SPOT Paediatrics to provide a service will be collected and stored securely in our practise management software.

Information regarding treatment will be stored securely through our practise management software.

You may refuse to provide information however this may impact your care or treatment.

Your personal information (regarding treatment and progress) may be shared given your consent with:

- Other health care providers
- Teachers and education professionals

Sometimes SPOT Paediatrics may be required by law to disclose information about you to others without your consent. This may include when it is necessary to reduce or prevent harm:

- A serious threat to life
- Child abuse
- Domestic and family violence
- To protect your (participant) wellbeing or/and the safety of others

Independence and informed choice

You have the right to receive clear and timely communication about services, treatment plans, and costs in a way that is easy to understand.

You have the right to access an interpreter, please speak with staff regarding this matter. Costs may be incurred.

You have the right to receive information about the recommended treatment plan and be involved in goal setting and decision-making regarding the service you receive.

Violence, abuse, neglect, exploitation and discrimination

You have the right to be safe from harm and abuse.

You are entitled to have care provided in a non-restrictive manner.

Each participant has the right to an advocate, and in the case that one is required SPOT Paediatrics will help facilitate this process and allow for an advocate to be present in meetings and therapy. Information regarding advocates can be access here:

- <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Please also see the attached *Accessing an Advocate* handout

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Feedback and complaints

SPOT Paediatrics encourages and values your feedback. We welcome comments, complaints, compliments and suggestions to help us improve our services.

You have the right to:

- Comment and ask questions about the service you are receiving at SPOT
- Let us know if you think your treatment is not going to plan
- Have any concerns or complaints addressed privately and properly, and be provided with an explanation or apology
- Provide SPOT Paediatrics with your suggestions
- Access NDIS consumer complaints and feedback service to report issues (please see attachment for more information)

How to provide feedback:

Express your concerns by talking to the clinician you are working with if you feel comfortable.

If you are not comfortable addressing your concerns with the clinician directly, you may arrange a time to chat with one of the directors of SPOT Paediatrics, and/or complete a client feedback form (provided in this pack, and located at front reception). Feedback forms may be completed and submitted anonymously.

Incident management

You have the right to receive care in an environment that minimises accidental or unintentional harm.

You have a right to receive services in a safe and competent manner from skilled clinicians.

SPOT Paediatrics is responsible for preventing, responding to and managing incidents in a way that prevents such incidents from happening again; and to notify, investigate and respond to reportable incidents.

Reportable incidents include:

- The death of a person with disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible)
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity
- The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person

In the event that a reportable incident occurs SPOT Paediatrics will notify the NDIS Commission. You have the right to provide feedback regarding incident management at SPOT Paediatrics.

Access to supports

At all times we aim to ensure our services are accessible and there is equity of access to services for our clients; such equity being determined by objective consideration of need and not compromised by prejudice or favour.

We are innovative and evaluate the services we provide on an ongoing basis to ensure that they are as effective as possible.

We provide services only if our clients can reasonably expect to benefit from them.

We advocate for services where a need is identified.

We will, in consultation with our clients, make sure that their interests are expressed and protected.

SPOT Paediatrics will withdraw services if there is a breach of policy and in the event that all other options have been explored (i.e. in the event that a client fails to attend with no notice on 3 consecutive appointments).

If SPOT Paediatrics cannot provide an initial or ongoing service clients will be provided with suitable referral options to ensure they are able to access appropriate and necessary services that support to their needs.

In the event that a participant/participant's carer has demonstrated abusive or threatening behaviours (verbally, physically) and the issue cannot be resolved through SPOT Paediatrics complaint management process, we will make all efforts to support the client to find an alternative service, and will withdraw supports to ensure the safety and wellbeing of our clinicians and other clients/participants/families at SPOT Paediatrics.

Handling of monies

NDIS participants are not given financial advice or information other than what would reasonably be required under the participant's plan. For example, we may inform you of the cost of our services for 12 months to support you to make an informed decision about proceeding with our service.

Key worker/therapist role

In the event that you wish to engage a 'key worker' SPOT Paediatrics will work with you to identify a suitable key worker. Currently SPOT Paediatrics does not formally provide this service however we continually liaise and collaborate with other providers to ensure we are involved in a 'team around the child' approach with clinicians and professionals working together.

ACCESSING AN ADVOCATE

What is disability advocacy?

The National Disability Insurance Scheme Act 2013 defines an independent advocate, in relation to a person with disability, to mean a person who:

- is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with disability
- provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them
- acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights
- is free of relevant conflicts of interest.

The Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with disability; and requires registered NDIS providers to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

What is the role of disability advocates?

Disability advocates can take action on their own behalf, or can assist another person, or a group of people with disability – they may work in a paid or voluntary capacity. Their work can include:

- providing information to people with disability about their human rights, and identifying instances of discrimination
- assisting people with disability to uphold their rights by speaking with and writing to people and organisations to raise awareness of problems and seek solutions
- helping people with disability negotiate complaints processes or legal action to enforce their human rights
- writing submissions and lobbying government to make changes that promote and protect the rights of people with disability
- campaigning for social change by speaking to the media to raise awareness and highlight situations where people with disability are treated unfairly

Disability advocacy is not:

- providing counselling
- making decisions for another person
- providing mediation
- providing case management

Contact: disabilityadvocacy@dss.gov.au

Find an advocate: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

For more information head to: ndiscommission.gov.au

NDIS COMMISSION COMPLAINTS

How to make a complaint about a provider:

People with disability have the right to complain about the services they receive. Most NDIS providers do their best to provide quality supports and services to people with disability, but issues can occur.

If you have a concern about your current NDIS supports or services, it is important that you talk about it.

Complaints are important—they can help providers understand what is important to people with disability and improve the quality of services they provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with your provider first, as this is often the best way to have your issue resolved quickly. All registered NDIS providers must have a complaints management and resolution system in place.

If the provider is unable to resolve your concern or complaint, then you should seek further support.

You may seek support from family, a friend or an independent advocate in making a complaint (See Disability Advocate information)

If you are in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, a complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form online at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

For more information head to: [ndiscommission.gov.au](https://www.ndiscommission.gov.au)