

## ABOUT INCIDENTS:

Your safety is very important to us.  
We work hard to deliver safe services.

But sometimes accidents happen.  
Sometimes people make mistakes or treat other people badly. We call these things 'incidents'.

This brochure explains how we try to prevent incidents and what we do if one happens.

You can help prevent incidents happening too. Act safely. Treat other people with respect.

And if you don't feel safe, tell someone about it.

## Your SAFETY is IMPORTANT Feeling safe; being safe

NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe. That means you, our workers and other people in the community.

We think about how accidents can happen and how to prevent them. This is called 'risk management'.

We ask you questions, and think about the supports we provide, about the places where those supports happen, about the people who work with you and other people around you.

We want everyone to be safe, and to feel safe. If you feel unsafe, you can tell us. We promise to listen.

## It's OK to Complain!

*If we don't act safely, tell us.*

Write to us:

Gentin Podiatry and  
Physiotherapy  
306/251 Oxford Street  
Harley Place  
Bondi Junction, 2022

Phone us:  
(02) 93873174

### You can contact the NDIS Commission

web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
phone: 1800 035 544  
TTY: 133 677.

Interpreters can be arranged.

**Advocates can help you complain** The National Disability Advocacy Program can help you work with an advocate.

Email them at:

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

Or write to:

Disability, Employment and Carers Group  
Department of Social Services  
GPO Box 9820  
Canberra ACT 2601

Or search "disability advocate" online.



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## Handling Incidents:

### If something goes wrong

Our staff know what to do if there is problem or accident. We follow NDIS rules if an incident happens.

1. We must tell the NDIS Commission
2. We must investigate the incident
3. We must do something so that the incident doesn't happen again
4. We must talk about all this with the person who was hurt.

We must follow these rules if someone gets hurt, if someone says they have been hurt, or if staff treat NDIS participants badly.

If you don't feel safe to talk with our staff, then tell someone else. You can talk with your family and friends, or an advocate. You should complain to the NDIS Commission — they make the rules and help participants when people break the rules

## Complaining about Incidents: Making it right again

Everyone has the right to be treated fairly.

If you are involved in an incident, you have the right to know what went wrong and what is being done to make it right.

If you don't get these answers, you have the right to complain.

We will always keep you informed. We want to treat you with respect.

If you are unhappy with our complaints process, you have the right to get help.

The NDIS Commission can help. An advocate can help too, by speaking for you.

## **ABOUT Privacy and Confidentiality:**

We need to know some things about you. There are laws to make sure your information is kept private. These laws say:

- how we can collect information
- how we store information
- who can see your information
- what we do with your information

This brochure explains how we follow those laws, respect your privacy, and what you can do to make sure your privacy is respected.

## **Your Privacy is IMPORTANT**

### **Asking about you**

Your personal information belongs to you.

We need your permission to collect information about you. And to share your information.

You don't have to give permission.

Your information helps us provide good and safe services.

We only ask for information we need. We will tell you why we need it.

That includes photos and videos too.

If you don't understand why we need information, it's OK to ask us.

## **It's OK to Complain!**

### **If we didn't respect your privacy...**

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### **You can contact the Office of the Australian Information Commissioner**

web: [www.oaic.gov.au](http://www.oaic.gov.au)  
email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) post:  
GPO Box 5218

Sydney NSW 2001

phone: 1300 363 992 TTY: 133 677  
Speak and Listen: 1300 555 727

Interpreters can be arranged on 131 450.

**Advocates can help you complain** The National Disability Advocacy Program can help you work with an advocate.

Email them at:

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

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## **Who has access to your information:**

### **Keeping it safe:**

We will protect your information and only use it for the right reasons, and only show the right people.

The people who work with you need to see your information. It helps them deliver better services.

We will only share your information if:

- you give permission to share it, or
- we are very worried about your safety, or
- if the law requires us to share it.

You can see your information too. Just ask us.



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## **Keeping UP TO DATE:**

### **Keeping it right**

If your information is not correct, we may be unable to do a good job.

Give us correct information, and help us keep it up-to-date.

If your personal information changes, please let us know.

Moved house? New phone number? New service provider?  
New contact?  
— remember to tell us!

We will also check your information regularly, and update it.

## Participants Charter:

We will listen to you and work with you.

By working together, you will receive the best service possible.

You have rights: to be treated well, to participate fully, to speak out.

If we forget this, or treat you badly, you have the right to complain.

## Your RIGHTS

### Your right to be treated well

- We will treat you with respect and dignity.
- We will treat you fairly and speak honestly.
- We will protect your personal information and only use it for the right reasons.
- We will provide good quality services that suit your needs, age, lifestyle and cultural background.

### Your right to speak out

- You have the right to complain about the service.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or talk with the NDIS Commission.

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## Your Rights:

### Your right to participate

- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
- You have the right to the information you need to make good choices.
- You have the right to have someone help you make the best choices – an advocate or support person.
- You have the right to get help accessing services in the community.

## Your Responsibilities

### You can help

- Make sure to update your contact information as it changes.
- Keep your appointments – or let us know if you can't.
- Choose someone to support you make decisions – an advocate, friend or family member.
- Treat other people with fairness, honesty and respect.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services.

**Your FEEDBACK:**

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

We will often ask you for feedback. You can also comment or complain at any time. You can use this brochure, or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible.

**Your FEEDBACK is IMPORTANT  
Compliments and Complaints**

To give you better and better services, we need your feedback.

Feedback can be compliments, comments or complaints.

We love to hear compliments.

That means we are getting it right. If you are happy, we are happy!

If you are not happy, tell us. It's OK to complain.

We won't be angry. So don't be shy. We need to know how you feel. Help us to do better!

We will always listen and reply to complaints, as quickly as possible.

You can complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better.

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Podiatry and Physiotherapy**

**Feedback Form:**

You can provide your Feedback here:

NAME: \_\_\_\_\_

**Feedback:**

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**Helping you provide Feedback:**

**Get Help:**

- From:
- Our workers
  - Family or friends
  - Advocates
  - NDIS Commission

**Advocates:**

- An advocate is trained to speak for you. If you are not sure how to find an advocate, we can help.
- Advocates are a free service.

**NDIS Commission**

- You don't have to talk with us.
- If you have a serious complaint, you can tell the NDIS Commission.