



Rights, Responsibilities and How to Lodge a Complaint

De Silva Kids Clinic is committed to ensuring that any person or organization using services provided by DSKC or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability, and transparency. The organization will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members, clients and stakeholders via the DSKC website.
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice

Your Rights

As an individual using our support services, you have many rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights and in achieving your goals. DSKC adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to:

- Have access and supports that promote, uphold and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination and decision-making.
- Access supports that respect your culture, diversity, values and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services which are safeguarded by DSKC well-managed risk and incident management system.
- Receive services from workers who are competent, qualified and have expertise in providing person centred supports.
- Consent to the sharing of information between providers during the transition.
- Opt-out of giving information as required by NDIS.

Your Responsibilities

As a participant using our support services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services.

We ask that you:

- Respect the rights of workers, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with either our workers or services that you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be attending your appointment.
- Be aware that our workers are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.

- Participate in safety assessments of your home, if support is provided in your home.
- Ensure pets are controlled during service provision, if support is provided in your home.
- Provide a smoke-free working environment, if support is provided in your home.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice as per your Service Agreement that you intend to stop receiving services from us.

Procedures

Making a Complaint

- A person wishing to make a complaint may do so verbally with reception staff, Team Leader, and/or Management by phone (8418 8544), mail or email (info@desilvakc.com)
- Complaint correspondence may be addressed to info@desilvakc.com or De Silva Kids Clinic, 217 Childs Road Millpark, 3082.

Our commitment is that if you make a complain to DSKC you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into.
- carry out the complaint handling process in a fair and open way.
- provide reasons for decisions that are made.
- protect your privacy

Procedure for Complaints Management

The person managing the complaint will be responsible for:

1. Registering the complaint:
 - registering the complaint in the DSKC complaints register
 - informing the complainant that their complaint has been received and providing them with information about the process and time frame.
2. Investigating the complaint:
 - examining the complaint within 5 working days of the complaint being received.
 - Informing the complainant by written and/or verbal within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

Record Keeping

A register of complaints will be kept by DSKC. The register will be maintained by the Practice/Operations. Copies of all correspondence and other materials received by DSKC in connection with any complaints will be kept for 7 years. The complaints register and files will be confidential and access is restricted to the Management Staff and/or Team Leader.

What if I am not happy with the resolution?

- If you are not happy with the resolution of the complaint, you may be able to lodge a complaint NDIS feedback and complaints <https://www.ndis.gov.au/contact/feedback-and-complaints>
- You may be able to lodge a complaint to corporate bodies, Speech Pathology Australia, Occupation Therapy Australia and/or Australian Health Practitioner Regulation Agency (AHPRA).