

**NDIS PARTICIPANT
INFORMATION
PACK**



INSIDE

- 01 Welcome to Prag Consulting
- 02 Your rights
- 02 Carers and family
- 03 Privacy & Confidentiality
- 05 Making a Complaint
- 07 Managing Incidents
- 08 Where you can get further information





WELCOME TO PRAG CONSULTING

YOUR PARTNER FOR DISABILITY COMPLEX SUPPORT

At Prag Consulting, we believe that everyone can live a meaningful life based on their own strengths, values and goals.

Prag Consulting is a NDIS registered provider of Specialist Behaviour Support and Therapeutic Support. Our team is highly qualified and experienced, and we are all passionate about our work, in particular, supporting people to work towards their goals, and improve their quality of life.

In this booklet, you will find more information about Prag Consulting, your rights and what to expect, and how you can tell us if you are not happy about something.

Thank you for choosing Prag Consulting – we look forward to working with you.



YOUR RIGHTS

Prag Consulting is committed to making sure the basic human rights of everyone we work with are always upheld. This means we start with ensuring that you are always treated with dignity and respect.

Upholding your rights also means YOU:

- Are free to choose when to start working with Prag Consulting, and when to stop
- Can have a say in who supports you
- Can participate in the decisions that impact your life
- Will be actively involved in setting goals and planning your supports
- Will always be welcome to invite a family member, friend, or advocate to be part of any meetings
- Will know how much the services cost, and the process for when costs change (we will check with you again!)
- Will always be told if Prag Consulting has a conflict of interest, and be supported to make the best decision for you
- Will always be treated with dignity and respect
- Will be safe from abuse, harassment and bullying
- Will have your privacy and confidentiality protected
- Will NOT be discriminated against because of your gender, cultural background, sexual orientation, or disability
- Can make a complaint or give feedback about your service – without anything negative happening.

CARERS AND FAMILY

Prag Consulting recognises the support provided by family, friends and advocates and the important role they play in the lives of people with a disability. Where you would like these people involved in your supports, Prag Consulting welcomes and values their input, knowledge and expertise.



PRIVACY & CONFIDENTIALITY

INFORMATION PRAG CONSULTING WILL COLLECT

To support you safely and help you to reach your goals, Prag Consulting will need to collect relevant information about you.

This will include:

- Demographic information such as name, age, address and cultural background
- Personal information such as family and living situation, work arrangements, contact details and legal/guardianship information (if relevant)
- Sensitive information such as age, gender, date of birth, and disability and mental health information
- Reports, assessments and plans that have been done by other providers.

HOW INFORMATION IS COLLECTED AND SHARED

Prag Consulting will never collect information about you from other people without asking you first. When Prag Consulting starts working with you, we will ask you who we can talk to, and the type of information we can ask them for. You can change your mind about this at any time and let Prag Consulting know.

If someone asks Prag Consulting to share information we have about you with them, we will check with you before sharing the information.



HOW INFORMATION IS KEPT SAFE

Any information about you in paper form is kept in a locked cabinet. Only those people working directly with you (or, if required, those in charge of Prag Consulting) will be able to see this information.

Information about you that is in electronic form is stored in such a way that only those people working directly with you, and those in charge of Prag Consulting can see it.

ASKING TO SEE YOUR INFORMATION

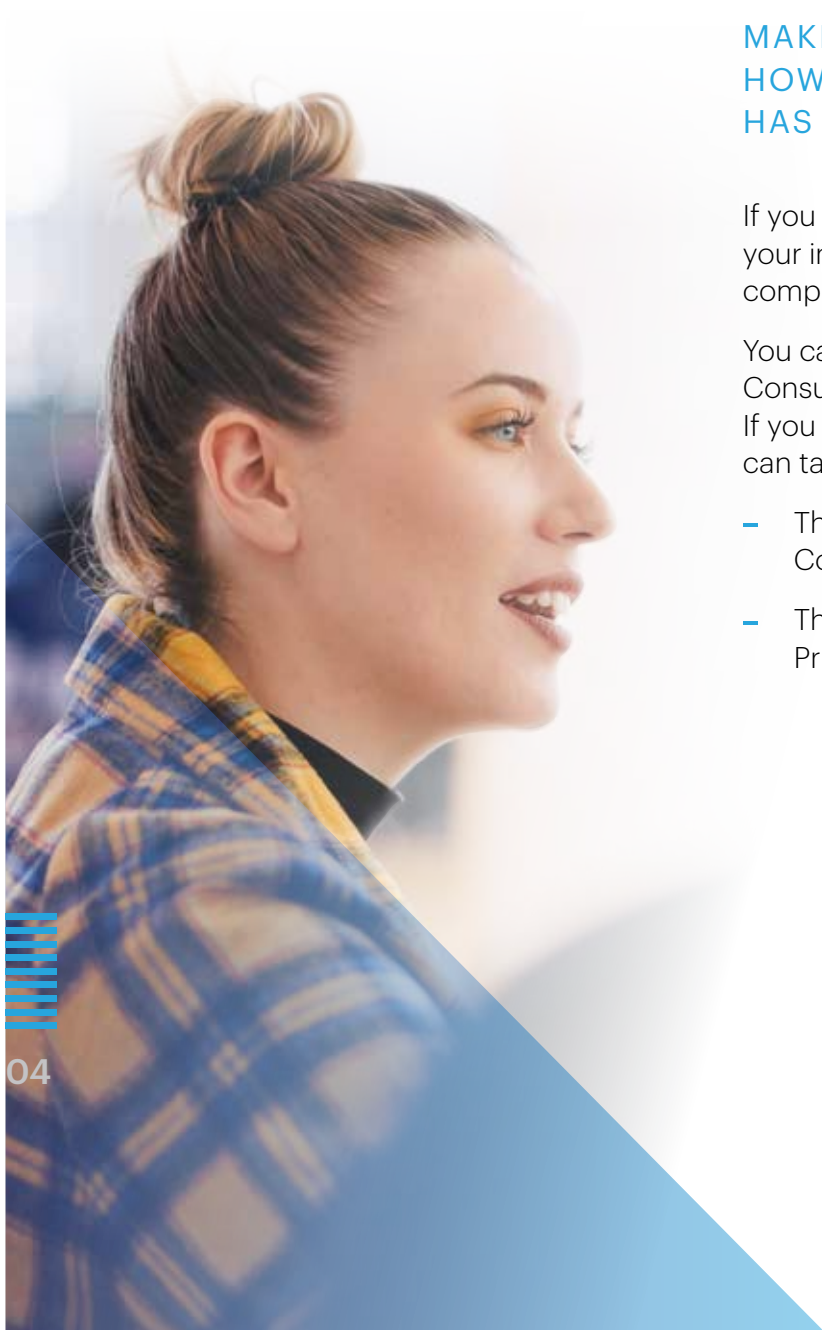
You have a right to see the information that Prag Consulting has about you. There are some laws that will sometimes mean not all the information can be shared. Please ask us for the information you want – we will give you what we can and explain the reasons if we hold anything back.

MAKING A COMPLAINT ABOUT HOW YOUR INFORMATION HAS BEEN MANAGED

If you believe Prag Consulting has not kept your information safe, you have a right to complain.

You can first make a complaint to the Prag Consulting Privacy Officer on 1800 09 10 30. If you are not happy with the response, you can talk to:

- The NDIS Quality & Safeguards Commission ([details](#) on page 08)
- The Office of the Australian Information Privacy Commission ([details](#) on page 08)





MAKING A COMPLAINT

YOUR RIGHT TO COMPLAIN

Prag Consulting believes that you have a right to expect high quality service, and that if you do not get it, you have a right to complain.

We also believe that complaints are a good way to check how our service is working and find ways that we can improve.

We understand that some people with a disability are sometimes scared to make a complaint because they think it might affect their services

At Prag Consulting, you have a right to complain – and nothing bad will happen if you do!

For some people, it might also be easier to be supported through the complaints process.

It is OK for a family member or friend to complain on your behalf, or to use and advocate. Further details to help you find an advocate are listed on [page 08](#)

HOW TO MAKE A COMPLAINT

There are a few ways you can make a complaint:

- Direct to our staff member working with you
- By completing a Complaints Form (you can ask the Prag Consulting staff member for one)
- Anonymously through the Prag Consulting website:
<https://www.pragconsulting.com.au/>
- Direct to the Prag Consulting Complaints Officer Ph: 1800 09 10 30
- Direct to the NDIS Commission without speaking to Prag Consulting first.



WHAT HAPPENS NEXT

After you make a complaint, the Prag Consulting Complaints Officer will contact you or the person who made the complaint. This contact is to:

- Discuss your complaint with you and make sure that we understand your complaint properly
- Ensure your services will continue and will in no way be affected by your complaint
- To discuss how you would like the complaint fixed

We will then discuss the actions to be taken and how long you can expect it might take. We will continue to stay in touch and tell you what is happening until the complaint is resolved.

RESOLVING THE COMPLAINT

After understanding how you would like the complaint fixed, and speaking to others involved, Prag Consulting will contact you to finalise the complaint.

If you are not happy with the outcome, you can make a complaint to the NDIS Commission ([details](#) on page 08). Prag Consulting can help you to make this complaint if needed.



INCIDENTS

Prag Consulting is committed to making sure that everyone who receives a service from us is safe, and that their basic rights are upheld.

Prag Consulting will plan supports and services to minimise the risk of harm to you or others. However, there might be times that things do not go to plan, especially when people get anxious or upset.

At such times, people might even get hurt or injured. These times are usually called “incidents”.

AFTER AN INCIDENT

If something does go wrong, Prag Consulting will:

- Immediately make sure you are safe, and reduce the chance of any more harm to you or others
- Support you, and others involved in the incident
- Understand if you would like others to know about the incident such as your family and friends, and with your permission, talk to them about what has happened.

INVESTIGATING INCIDENTS

After Prag Consulting has made sure that you and others involved in the incident are safe, we will take the time to look more closely at what happened, and what we can do to make sure it doesn't happen again.

As part of this process, we will talk to you and get your input.







FURTHER INFORMATION

NDIS QUALITY & SAFEGUARDS COMMISSION


The NDIS Quality & Safeguards Commission has been set up to promote safe and high-quality services, resolve problems and identify areas for improvement.

The NDIS Quality & Safeguards Commission will also take complaints from NDIS participants.

-  1800 035 544
-  feedback@ndiscommission.gov.au
-  PO Box 210, Penrith, NSW 2750
-  www.ndiscommission.gov.au

OFFICE OF THE AUSTRALIAN INFORMATION COMMISSION


The Office of the Australian Information Commission can hear complaints from people who believe their privacy has not been protected.

-  1300 363 992
-  enquiries@oaic.gov.au
-  GPO Box 2999 Canberra, ACT2601
-  www.oaic.gov.au/privacy/privacy-complaints/

ADVOCACY ORGANISATIONS

Disability advocacy organisations support people with a disability to have an active say in the decisions that affect their lives. An advocate is someone who can attend meetings with you, talk to Prag Consulting on your behalf, and help you to understand your rights.

Information about advocacy organisations in Victoria can be found at:

-  <https://providers.dhhs.vic.gov.au/disability-advocacy-organisations>

INTERPRETING SERVICES

For people with a disability and their families who come from non-English speaking backgrounds, understanding the NDIS, Service Agreements and support plans can be difficult.

Please let us know if you would like support from an interpreter.

