COMPLAINTS - IT'S OK TO COMPLAIN

What can a complaint be about?

A complaint can be about anything to do with the service you receivefrom Mpower.

Who can make a complaint?

Anyone can make a complaint about Mpower services. It may be a person with a disability, a family member or an advocate.

Who can help you make a complaint?

To help you make a complaint you can ask a friend, family member, support worker, case manager, plan support coordinator or advocate.

Willyou get into trouble or lose your services for making a complaint?

No, you will not get into trouble or lose your service. It is your right to make a complaint when you are not happy with the services received. Mpower must make sure that you are treated with respect and not disadvantaged because you made a complaint.

The Mpower Story



Since 1975 Mpower has been supporting families and individuals in south west Victoria to have real and meaningful connections to their community.

Scan for more information

www.mpower.org.au

(03) 5561 8111

admin@mpower.org.au

71 Koroit St, Warrnambool

Follow us on:

Complaints process

Mpower treat all complaints seriously and with confidentiality. You can find a copy of our Complaints Policy on the website or you can ask a member of staff to provide you with a copy.

You can also make a complaint on the Mpower website www.mpower.org.au, by phone or email, feedback@mpower.org.au

Complaint details will be kept confidentially in a complaints register at Mpower which is reviewed regularly for areas of improvement.

Contact us on (03) 5561 8111,your enquiries are welcome.

If you are not happy with the outcome or want to make a complaint outside of Mpower you can;

- Speak to the Mpower Chief Executive Officer
- Contact the NDIS Commission on 1800 035 544 or www.ndiscommission.gov.au
- Contact the Office of the Australian Information Commissioner 1300 363 992 or www.oaic.gov.au

If you have hearing difficulty you can contact;

- National Relay Service 1300 555 727 www.communications.gov.au

If you would like an interpreter you can contact;

- Language Loop www.vits.com.au 131 450

Incident Management

All NDIS registered providers must have a documented process to record, investigate, assess and respond to incidents as they occur. If you have any concern with Mpower services please contact us.

Advocacy

Mpower service users are entitled to have an advocate present at any meeting at Mpower. This includes meetings for access to services, assistance with planning, decision making, choice or making a complaint. The person who requires an advocate to be appointed needs to be involved in the selection of the advocate to ensure they maintain active participation in the process.

To ensure independence and to avoid conflict of interest Mpower employees are not able to act as an advocate for Mpower consumers.

For further information about advocacy please contact:

- Southwest Advocacy Association (03) 5561 4584 www.southwestadvocacy.org.au

Mpower is committed to meeting all industry and legislative compliance requirements including Child Safe Standards.

Registered NDIS Provider

mpower inc.
since 1975

Rights & Responsibilities



• Enhancing Abilities • Supporting Families • Strengthening Communities

Rights & Responsibilities

Privacy Information

Mpower is a community service that works together with other services to meet the needs of the community. The following information provides general advice on how your personal and health information will be handled while you are a user of this service.

What happens to information about me?

When you become a service user of this agency a record of your personal and health information will be kept. This includes your name, address, contactdetails and information about your health. Every time you attend or have contact with us, new information is added to your record. Your personal and health information is stored securely and disposed of, as requiredby the Health Records Act 2001.

Why is this information necessary?

Mpower collect and keep this information to provide you with an appropriate service. Your personal and health information can help us to identify which services are best to meet your needs. This allows staff involved with your support to access your information easily when it is needed and lessens the need to collect the same information over and over.

Some information may also be used for research and planning, to help us provide better service outcomes. In this case, any identifying information, such as your name and contact details, will be removed before the information is used.

What rights do I have to access my health information?

You can ask to see or correct any information held on your record. This may include viewing the information, getting a summary or in some cases a full copy of your record, or having information explained to you. If you believe your information is incorrect, incomplete, out of date or misleading a correcting statement can be added. Some limits may apply where particular circumstances prevent us from releasing information and you cannot ask to have information removed. If limits apply to your record, this will be explained to you. For more information please speak to your worker.

How will my information remain confidential?

Mpower has policies about who can see and use your personal and health information and our staff members must treat your information confidentially. Your privacy is also protected by The Privacy Act, 1988. We only share information personal or health information about you with people who are directly involved in your ongoing care, for the purpose of a particular service. If we need to share information for any other purpose we will request your consent before doing so (unless otherwise required by law).

What if I am unable to give consent?

In some cases, consumers may not be able to give consent because they are legally unable to make a decision about release of their information (eg, children, people with a severe illness or major injury, or those with a mental illness or other disability).

In such cases, a decision will be sought from the services users authorised representative. People who can act as authorised representatives in these circumstances are specified by law.

Who may have access to information about me?

We may recommend that other service providers outside this agency become involved in your care. In this case, you will be asked to give consent for us to disclose any necessary information from your record to the other services, to help them assess your needs and provide you with the relevant support.

When can information be disclosed to other people without my consent?

There are few situations when your information may be shared without your consent. For example, in an emergency situation, we would release medical information about you to aid emergency treatment.

In certain circumstances, Mpower may be required by law to release personal information about you. Examples may include:

- Report of notifiable diseases to the Department of Health & Human Services; or
- Providing health records to a court when required in relation to legal proceedings;
- Providing health records to a law enforcement agency (eg. Police, Child Protection) in response to a search warrant.

If any of these circumstances apply we will advise you.

It is important that you know what to expect from Mpower, its services and staff and what your responsibilities are whilst receiving services.

You have the right to:

- quality services and programs with high standards
- be treatedwith respect and dignity at all times
- be informed of all aspects of the service provided eg. eligibility, fees, people involved in your support, services available, alternative services
- refuse services
- have your privacy respected and your personal information treated as confidential
- receive services for which you have provided consent
- have services provided in an environment that is accessible, clean, safe and secure
- be free from abuse and neglect
- make a complaint or providea compliment
- involve an advocate of your choice in any aspect of your support
- have strength based planning that is personor family centered.
- To be actively involved in the decisions around the delivery of your service
- have services that respect your culture and communication needs
- have opportunities for community inclusion and a valued role in the community
- have your individual needs considered when a service is provided.

You have a responsibility to:

- inform staff about changes to your situation
- treat Mpower equipment and property with care and to report any damage
- contribute to quality improvement by providing feedback to the agency
- respect the human worth and dignity of Mpower staff and other consumers
- inform staff of any cancellation to appointment or programs as early as possible
- provide, to the best of your ability,accurate, up to date information to Mpower staff so they can provide a quality service
- ask questions so we can assist you to understand what isprovided
- assist in creating an environment that is safe, clean and pleasant so there is strictly no smoking, alcoholor drugs at Mpower

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since 1975