

Privacy and Confidentiality

All information concerning you, written and verbal, collected as part of our service, will be relayed and stored in a confidential manner.

Informed consent must be given before any information concerning you is released or shared to another organization.

Access to Services

Please contact us to obtain information in a variety of formats about our service and your Rights and Responsibilities.

You may access the services of an interpreter for any dealings with P2P. Translating and Interpreting Services (TIS) on 131 450.

Advocate/Support

An advocate is a person who you choose to represent your interests. You have the right to choose an independent advocate to act on your behalf in relation to P2P services. This may be a family member, friend or advocacy service.

If you choose to have an advocate you will need to inform P2P of the advocate's name, contact details and the limits to which they can act on your behalf.

You can contact P2P if you need assistance in finding a suitable advocate.



www.p2pqlld.org.au



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PARENT TO PARENT



PARENT TO PARENT

YOUR RIGHTS AND RESPONSIBILITIES



INDEPENDENT | COLLABORATIVE | INNOVATIVE

REGISTERED NDIS PROVIDER

ESTABLISHED 1998

You have the Right

- ↑ To receive the best available service in a culturally appropriate way whenever you need it.
- ↑ To be respected and treated as an individual.
- ↑ To be free from abuse, neglect, exploitation and discrimination.
- ↑ To be informed of P2P's referral, eligibility and complaints procedure.
- ↑ To raise complaints and have them resolved without fear of recrimination.
- ↑ To be supported by those you choose, including an advocate, during activities or when making a complaint.
- ↑ To be assisted to access the services of an interpreter if you need one.
- ↑ To actively participate in decision making in relation to any advice, information or options given, and be able to say 'no' to services if you choose to do so.
- ↑ To ask questions and appeal a decision.
- ↑ To be provided with planning and information that promotes a positive image of people with a disability and those who support them.
- ↑ To request a review of your PATH or plan.
- ↑ To have personal information remain private and confidential.
- ↑ To have access to your file/record, except where such access is prohibited by law.
- ↑ To be asked permission before photographs are taken or personal information is shared and that all material is of a positive nature.
- ↑ To withdraw from P2P services at any time, and without prejudice for any future assistance.

Your Responsibilities

- ↑ To provide accurate information that enables personnel to provide adequate advice and service.
- ↑ To raise issues of concern in a timely manner so they can be resolved.
- ↑ To use P2P's complaints procedure when an issue arises that cannot be resolved by those present.
- ↑ To be considerate and act in a respectful manner towards personnel and others attending P2P events. Any violence will not be tolerated by staff.
- ↑ To treat information about P2P personnel, and any other information shared or acquired while attending P2P events, in a confidential manner.
- ↑ To respect the privacy and space of P2P personnel.
- ↑ To not attend appointments under the influence of alcohol or any illicit drug.
- ↑ To contact P2P when you require a review of your plan.
- ↑ To make sure your home is safe for P2P personnel to visit such as keeping animals restrained.



You can access P2P's Feedback, Complaints and Appeals Policy and/or Feedback Form or Complaints Form via the website or by contacting the office.

Complaints

Any person accessing P2P services has the right to raise and have resolved any complaints and disputes they may have.

All complaints will be dealt with fairly and in a confidential and supportive manner. You may choose to not provide your name when making a complaint.

P2P will acknowledge receipt of your complaint within 5 working days, set a timeframe for resolution and keep you informed of the progress of your complaint.

If you are not happy with how P2P has handled your complaint you may contact Disability Services.

Feedback

P2P recognizes the value of feedback and the opportunity it provides to address any concerns and improve its services, to provide you with the best possible service.

Feedback may be a compliment about a positive experience you have had with P2P, or it may be to tell us what you like or don't like about your dealings with P2P.

To provide feedback, or to compliment a service or personnel, a Feedback Form is available via the website or by contacting the office.