ReadyTechGo
Making technology simple

NDIS

CLIENT HANDBOOK

03 9434 2020
hello@readytechgo.com.au

READYTECHGO

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Client Handbook

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About Us

ReadyTechGo has been established in response to local community demand for quality disability support services. Our services include personalised technology lessons. Services may be provided by staff or sub consultants known as “Trainers”

Contact Details

phone 03 9434 2020

email hello@readytechgo.com.au

address Level 1, 41-43 Stewart Street, VIC 3121

Our Services

Our services include:

- Personalised technology lessons, in home or at your local library
- Advice on hardware purchases
- Advice and review of telecommunication bills

For more information about these services please call us on 03 9434 2020 or speak to a member of our staff.

Our opening hours are 09:00 to 17:00 Monday to Friday.

Service Quality

To deliver its services to people with disability and their families, ReadyTechGo Australia Pty Ltd must comply with the Victoria *Disability Services Act 2006* and the Victoria *Disability Services Standards*. These are a set of standards that ensure that disability services provide the highest quality services.

The *Disability Services Standards* are:

1. **Rights -** Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community.

2. **Participation and inclusion** - Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.

3. **Individual outcomes** - Each person is supported to exercise choice and control over the design and delivery of their supports and services.

4. **Feedback and complaints** - When a person wants to make a complaint, their views are respected, they are informed as the complaint is dealt with, and they have the opportunity to be involved in the resolution process.

5. **Service access** - Each person is assisted to access the supports and services they need to live the life they choose.

6. **Service management** - Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.

As set out in this Handbook, ReadyTechGo Australia Pty Ltd is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate client and other stakeholder feedback.

Your Rights

ReadyTechGo Australia Pty Ltd respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you, our clients, are aware of your rights and responsibilities and can be confident in exercising them.

When you interact with ReadyTechGo Australia Pty Ltd, you will:

- be respected and treated with dignity;
- have choice and control over your service delivery and have your autonomy and independence supported;
- receive high quality, safe and personally relevant services;
- have services provided by appropriately qualified staff;
- be assured that your personal and health information is kept private and confidential;
- be provided with all the information you need to make informed decisions; and
- be supported to have a person of your choice support and advocate on your behalf;
- be supported by an interpreter or translator if required; and
- be encouraged and supported to pursue any complaints about our service provision.

You can request ReadyTechGo Australia Pty Ltd's full Client Charter from any of our staff members.

Diversity and Participation

All aspects of ReadyTechGo Australia Pty Ltd delivery promote clients' active participation and inclusion in the community. We support clients to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other special needs. Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) services to support holistic service delivery; and
- using a strengths-based approach to identifying individual client needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Interpreting and Translation

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available at no cost to support your interactions with us.

Advocacy

ReadyTechGo Australia Pty Ltd fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, the following organisations can assist you. These are a selection; many are available and can be searched for online:

Office of the Public Advocate

Phone: (03) 9603 9500

TTY: (03) 9603 9259

National Disability Advocacy Program (NDAP)

Use the Disability Advocacy Finder at
https://disabilityadvocacyfinder.dss.gov.au/disability/ndap

Victorian Advocacy League for Individuals with Disability (VALiD)

Phone: (03) 9416 4003, Freecall (rural callers): 1800 655 570

Email: office@valid.org.au

Privacy and Confidentiality

ReadyTechGo Australia Pty Ltd values and respects the privacy, confidentiality and dignity of our clients and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.

ReadyTechGo Australia Pty Ltd will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

You can request ReadyTechGo Australia Pty Ltd's full Privacy Statement from any of our staff members.

Feedback, Compliments and Complaints

Compliments, complaints and other forms of feedback provide ReadyTechGo Australia Pty Ltd with valuable information about client satisfaction and an opportunity to improve upon all aspects of our service.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- Directly with a staff member, either verbally or by submitting a completed *Feedback and Complaints Form available on our website* ;
- Address: Level 1, 41-43 Stewart Street, VIC 3121

Feedback and Continuous Improvement

In addition to the above, ReadyTechGo Australia Pty Ltd is continually seeking feedback on how we can improve the services we provide. This includes through biennial satisfaction surveys, requests for feedback by staff after you interact with us and involving clients and other stakeholders in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas to a staff member.

Complaints

We encourage anyone with a complaint to speak directly to a ReadyTechGo Australia Pty Ltd staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to ReadyTechGo Australia Pty Ltd Director as a grievance.

You can use ReadyTechGo Australia Pty Ltd *Feedback and Complaints Form* to formally lodge your grievance and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within two working days and a staff member will keep you updated regarding its resolution. ReadyTechGo Australia Pty Ltd aims to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

If a complaint or grievance cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from ReadyTechGo Australia Pty Ltd Director, or alternatively through any of the following agencies:

National Disability Insurance Agency (NDIS Participants)
Email: feedback@ndis.gov.au
Phone: 1800 800 110

Victorian Department of Health and Human Services
Email: complaints.reception@dhhs.vic.gov.au
Phone: 1300 884 706

Victorian Disability Services Commission
Email: complaints@odsc.vic.gov.au
Phone: 1800 677 342 (TTY 1300 726 563)

Online: www.odsc.vic.gov.au
Skype: call or email to make an appointment first

Australian Human Rights Commission
Phone: 1300 656 419
Online: humanrights.gov.au

Commission for Children and Young People Victoria
Email: childsafe@ccyp.vic.gov.au
Phone: 1300 78 29 78

Office of the Commissioner for Privacy and Data Protection
Phone: 1300 666 444
Online: www.cpdp.vic.gov.au

Victorian Ombudsman
Phone: (03) 9613 6222 or (rural callers) 1800 806 314
Online: www.ombudsman.vic.gov.au

Office of the Public Advocate
Phone: 1300 309 337, (03) 9603 9500 or TTY: (03) 9603 9259
Online: www.publicadvocate.vic.gov.au/opa-feedback-and-complaints

Independent Broad-based Anti-corruption Commission
Phone: 1300 735 135
Online: www.ibac.vic.gov.au

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on client guarantees and unfair contract terms.

Fair Trading VIC provides information and advice and, in some cases, dispute resolution services for client disputes under the ACL. See https://www.VIC.gov.au/law/fair-trading

All feedback and complaints will be used by ReadyTechGo Australia Pty Ltd to continuously improve our service delivery.

Accessing ReadyTechGo Australia Pty Ltd

We aim to provide accessible services to you that are safe, engaging and responsive to your support and communication needs.

Access to services is based on relative need, service capacity, the best interests of the person wishing to use our service and any potential impact on existing clients.

Anyone wishing to access our services must participate in an Intake Interview. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. The purpose of this interview is to assess your needs and whether ReadyTechGo Australia Pty Ltd is able to support you. You will be contacted within one working day of the Intake Interview and advised of the outcome.

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during an Assessment and Planning Interview, which will take place within 5-10 working days of your acceptance.

Once you are a client, we will review the provision of your supports every 6 months with you and your supporters. Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time.

Service Refusal

We will accept your choice if we offer you a service and you choose not to accept.

ReadyTechGo Australia Pty Ltd may refuse to offer a person service where:

- they do not meet our eligibility requirements;
- other potential clients are assessed as a higher priority based on our Priority of Access considerations;
- we do not have the capacity to cater to additional clients; or
- we do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

Waiting List Processes

A person who meets ReadyTechGo Australia Pty Ltd eligibility requirements and cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List. Potential clients on our waiting list will be contacted at least every three months to:

- advise them of their current status;
- check whether they want to remain on the list;
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

Appeal

Any person refused services has the right to appeal. Appeals should be directed in writing to ReadyTechGo Australia Pty Ltd Director.

Exiting ReadyTechGo Australia Pty Ltd

All clients have the right to exit ReadyTechGo Australia Pty Ltd at any time and a decision to do so will not prejudice future access to the service. You must give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

All clients exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services.

Clients who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a ReadyTechGo Australia Pty Ltd staff member.

Service Termination

ReadyTechGo Australia Pty Ltd may terminate a client's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other clients using the service is displayed; or
- dramatic health changes require significantly increased levels of care or a service model not provided by ReadyTechGo Australia Pty Ltd.

Any person whose services are terminated has the right to appeal. Appeals should be directed in writing to ReadyTechGo Australia Pty Ltd Director.

Fees and Charges

Fees and charges for our services vary depending on the service and the source of funding for that service (e.g. government funded or client funded). We will discuss prices with you before providing services and include all fees in a Service Agreement.

The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence.

ReadyTechGo Australia Pty Ltd will provide you with regular invoices and statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

Freedom from Harm, Abuse and Neglect

When visiting our office or taking part in our services, you have the right to be free from harm and any form of abuse or neglect. ReadyTechGo Australia Pty Ltd treats any allegation of abuse, assault or neglect very seriously.

Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a ReadyTechGo Australia Pty Ltd staff member.

ReadyTechGo Australia Pty Ltd employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services.

All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

Work Health and Safety

ReadyTechGo Australia Pty Ltd is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all ReadyTechGo Australia Pty Ltd stakeholders – including staff, clients, clients, families, carers and visitors.

We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when visiting our office or participating in our services.

Community Participation and Inclusion

ReadyTechGo Australia Pty Ltd is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community.

We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals that could be met by another organisation.

Other services and activities you may find of interest include:

- Holding your technology lesson at your local library
- Checking activities held at your local library