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| APPLIES TO | Clients, Staff, Supervisors, Managers | VERSION | 4.0 |
| SPECIFIC RESPONSIBILITY | Staff, Operations, WHS, Resources & Quality Coordinator, Thrive Management Team | APPROVED ON | 04/2025 |
| | | REVIEW DUE | 02/2028 |

| POLICY CONTEXT: THIS POLICY RELATES TO | |
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| Standards, legislation, and external requirements | NDIS Quality and Safeguards Commission NDIS Code of Conduct NDIS Practice Standards Disability Inclusive Act 2014 (NSW) Community Services (Complaints, Reviews and Monitoring) Act 1993 Privacy and Personal Information Protection Act 1998 (NSW) Privacy Amendment (Enhancing Privacy Protection) Act 2012 Australian Privacy Principles Australian Human Rights Commission Act 1986 |

This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service

About us

Thrive Community Services (Thrive) provides high quality services to individuals seeking services in the Newcastle, Lake Macquarie, Central Coast and Hunter areas. Our services include Supported Independent Living, Short Term Accommodation, Community & Social Participation, Assistance with daily life, Specialist Support Coordination, Development of Skills, Travel/Transport Assistance, as well as Assistance to Access and maintain employment or higher Education and Accommodation.

Thrive also provide Specialised Substitute Residential Care, and emergency overnight respite for children in OOHC, and mentoring and Supervised Contact and transport.

You can find information about our services on our website www.thrivecs.com.au or by asking one of our staff.

Our commitment to you

Thrive is committed to providing high quality services that are responsive to your individual needs. Our staff focus on individual strengths to promote independence and maximise abilities.

What you can expect from us

Thrive Community Services will:

- Ensure that your supports promote, uphold, and respect your rights
- Will consistently opt for the least intrusive options to when supporting you to reach your goals.
- Strive to provide the very best possible service to you
- Work with integrity and transparency.
- Always treat you with respect
- Treat you fairly and without discrimination
- Inform you of your rights and responsibilities
- Protect your personal information and only use it for the right reasons
- Support you to connect with other services where needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Place you at the centre of decision making and choice to ensure you are supported to exercise informed choice and control.

How you can help us

You can help us to provide a quality service to you, if you or your support person:

- Share your goals and aspirations with us so that we can best support you
- Provide us with complete and accurate information about yourself and your situation
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Thrive Community Services.

We also want to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

- Asking for help with providing feedback if you need it
- Talking directly to a staff member or volunteer
- Asking to speak to a more senior staff member if you want to
- Contacting our head office by calling us on 02 4933 4062 or 0487 691 028
- Putting your feedback in writing and mail it to us at PO Box 331, East Maitland NSW 2323
- Contacting us online at www.thrivecs.com.au and select the feedback button
- Emailing us at - admin@thrivecs.com.au
- Speaking with a staff member at one of our sites. Each site has a feedback folder equipped with our complaints guidelines, complaints forms and stamped, addressed envelopes. If you wish to make a complaint you can fill out a complaint form and place it into the stamped addressed envelope provided and pop it in the post or ask a staff member to do so.

How we manage complaints

Thrive Community Services resolve complaints openly, honestly, and quickly. We will acknowledge your complaint and respond within 5 working days. If you would like to make a complaint, please feel free to use the avenue you above which you find easiest. We will take your complaint seriously and seek opportunities to improve our service.

At any time, you can also contact the NDIS Commission to lodge an external complain or seek support and assistance with complaints.

Website: <https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker>

Phone: 1800 035 544

Your Privacy & information

This notice is about the way Thrive use your very personal information. It explains what you can expect when you share your personal details with us.

When you need our support, we will need to collect some information about you:

- Sometimes this includes details about your supports, family, and carers
- Sometimes we need a lot of information to help you
- You can tell us if there are some things you do not want to share
- Most of the time will ask you directly for the information that we need to support you
- We can also collect it from another person if you say that it is OK

In Australia, we have laws about privacy. These laws say:

- We must keep information about you safe
- You can tell us if you are not happy with how we have used your personal information
- We must tell you how we use your personal information
- You have the right to see the information we keep about you and can ask to change it

Sometimes we need to share information about you with other people to:

- Help us to work out how we provide services to you
- How we can make our services better able to support you

We can share information about you:

- If you say that it is OK
- So that we can give you the help you ask for
- So that we can prevent problems from happening, or stop people from being hurt
- If we are asked to provide information by the courts or police

In some cases, we can share your information with:

- Other Government departments or agencies
- Organisations that provide services to you
- Medical people
- Your carers or family

If you would like to know more about what type of information, we keep about you and your privacy rights, you can call Thrive on 02 4933 4062 or 0487 691 028 or speak with any Thrive staff member. You have the right to access and update the information we collect and gather whilst we provide your support, if you would like this to occur, let us know and we will ensure we process your request within 5 working days.

Your Right to Advocacy

Thrive is committed to the principals of respecting and protecting the legal and human rights of individuals and their right to services. To this end we support the right of every client to use an advocate of their choice to negotiate on their behalf. This may be in relation to assessment, reviews, complaints, or any other communication between Thrive and the client. Thrive embraces a client's right to nominate an advocate and will treat all advocates in a respectful and cooperative manner. When requested Thrive is equally committed to providing clients with advocacy and support.

You have the right to engage an advocate at any time. If you would like to do so, you:

- Can choose who you would like to advocate on your behalf
- You and your advocate will be treated with respect and professionalism
- Can ask us for help with; your rights, where to find, meet, or choose an advocate
- Receive support from us to access a new or different advocate
- May need to provide some information to us in writing to confirm your advocate

External Complaints Contacts

| Organisation | Contact Details |
|---|---|
| NDIS Quality and Safeguards Commission | Phone: 1800 035 544 Interpreters: TTY 133 677 Address: PO Box 210 Penrith NSW 2750 Email: contactcentre@ndiscommission.gov.au . Website: https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker |
| National Disability Abuse & Neglect Hotline | Phone: 1800 880 052 Address: GPO Box 9820, Sydney NSW 2001 Email: enquiries@dss.gov.au Website: https://www.dss.gov.au/help-and-support-disability/national-disability-abuse-and-neglect-hotline |

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| NSW Civil Administrative Tribunal | Phone: 1300 006 228 Translating: 13 14 50 Address: various Website: https://www.surveymonkey.com/r/ncat_feedback_form |
| Intellectual Disability Rights Service | Phone: 1300 665 908 Address: Suite 204, 370 Pitt Street, SYDNEY NSW 2000 Email: info@idrs.org.au Website: https://idrs.org.au/ |
| Health Care Complaints Commission | Phone: 1800 043 159 Address: PO Box K549, Haymarket NSW 1240 Email: hccc@hccc.nsw.gov.au Website: https://ecomplaints.hccc.nsw.gov.au/ |
| NSW Council for Intellectual Disability | Phone: 1800 424 065 Address: Level 2, 418A Elizabeth St, Surry Hills NSW 2010 Email: info@nswcid.org.au Website: http://www.nswcid.org.au/ |
| Australian Government Department of Social Services | Phone: 1300 653 227 Address: GPO Box 9820, Canberra ACT 2601 Email: complaints@dss.gov.au Website: https://www.dss.gov.au/ |
| Anti-Discrimination Board | Phone: (02) 9268 5544 Toll Free: 1800 670 812 (for regional NSW only) Address: Locked Bag 5000, Parramatta NSW 2124 Email: complaintsadb@justice.nsw.gov.au Website: http://www.antidiscrimination.nsw.gov.au |
| Kids Helpline | Phone: 1800 551 800 |

Please do not hesitate to let us know if you would us to meet with you in person to discuss any information in this Charter, or if you would like support in exercising your Rights.

This document has been calibrated for easy access and will successfully translate into a variety of languages. You can also click opt to have this document read to you by your smart phone or computer.

DOCUMENTATION

| DOCUMENTS RELATED TO THIS POLICY | |
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| Related policies | Client Involvement Access to Services Client Consent & Capacity Client Decision Making Code of Ethics and Conduct Confidentiality, Privacy, & Information Sharing Lodging a Complaint Managing Complaints Referral, Intake, & Transition Providing Client Advocacy & Support |
| Forms, record keeping or other organisational documents | Expression of Interest Service Agreement Centrepay Deduction Authority Consent Client Handbook Complaints and Feedback Form Complaints Form (Easy read) Feedback Form (Easy read) |