

CONSUMER INFORMATION

POLICY

Riverlink Interchange Incorporated (Riverlink) is committed to ensuring that participants, carers and their family are kept informed and provided with information which will allow them to make decisions and choices regarding support and services which may best address the goals and needs of the participant.

PROCEDURES

Riverlink will maintain an up-to-date Consumer Handbook.

The handbook will include clear and simple written information for participants, carers and their family which covers:

- 1) Introduction
- 2) Definitions
- 3) About Riverlink
 - a. Membership
 - b. Website
- 4) Support Services:
 - a. Support Plans
 - b. Obtaining Support
- 5) Strategic Directions:
 - a. Vision,
 - b. Purpose,
 - c. Values and
 - d. Principles
 - e. Services
 - f. Major Focus Areas and Goals
- 6) Riverlink Staff :
 - a. Staff Code of Ethics and Conduct

7) Policies

- a. 1.02 Riverlink Membership
- b. 2.01 Riverlink Support Services
- c. 2.10 Waiting Lists & Referrals
- d. 2.12 Consumer Rights and Responsibilities
- e. 2.14 Privacy Dignity and Confidentiality
- f. 2.20 Consumer Complaints

8) General Information and Procedures

- a. Changes to Services
- b. Fees for Service
- c. Medication
- d. Allergy
- e. Transportation

9) Local Advocacy

10) Other Support Services

- a. Interpreter Services
- b. Multicultural Services
- c. Aboriginal and Torres Strait Islander Services
- d. Centrelink

Appendix

- 2.12 Consumer Rights and Responsibilities
- 2.20 Consumer Complaints

The handbook will be given to participants and carers at the initial assessment meeting and the contents explained verbally by the service coordinator. This explanation will be repeated at all subsequent reviews and any changes highlighted.

Consumer information will also be available to clients on the Riverlink website www.riverlink.org.au. This may include current activities, policies, relevant news items and items of interest.

Riverlink will use images in social stories, flyers and participant camp evaluations, to support participants and carers in their understanding of upcoming programs and events.

Related Documents:

Consumer Handbook

Related Policies:

2.03 Promotion of Services

2.07 Intake Assessment & Review

2.16 Support Plans

Relevant Standards:

Disability Service Standards:

Standard 1; Rights

Standard 2; Participation and Inclusion

Standard 3; Individual Outcomes

Standard 4; Feedback and Complaints

Standard 5; Service Access

National Standards for Disability Services 2013:

Standard 1; Rights

Standard 2; Participation and Inclusion

Standard 3; Individual Outcomes

Standard 4; Feedback and Complaints

Standard 5; Service Access

Children's Standards in Action:

Standard 1; Service Access

Standard 3; Decision Making and Choice

Standard 4; Privacy, Dignity and Confidentiality

Standard 7; Complaints and Disputes

Standard 8; Service Management

Standard 10; Protection of Human Rights and Freedom from Abuse

Legislation:

Disability Services Act (NSW) 1993



Ray Palmer
Executive Officer

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