

sirv
we serve you



Client Information Booklet

Easy Read Version 2024



We want to communicate with you in a way that you understand.

We want to communicate with you in a way that you understand.

We can organise interpreters and advocates that can assist if you can't understand us or we can't understand you.

Our Process



To give you the best answers to your questions, we will need to ask you some questions ourselves!

Some of these questions can be found in the Client Intake Form we've given you / your representative. If we think we can help you, we will arrange a time to meet with you.

We may discuss the terms of a Services Agreement at the meeting.

After the meeting, Sirv will check your information you have told us to make sure we can help you.

If we can help, we will complete and sign a Services Agreement.

If you are happy with the terms of the Services Agreement, we will ask you to sign the Services Agreement and return it to us.

Once we both sign it, an agreement between us is formed.

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Support Planning



Once you have signed the Services Agreement, we will undertake an assessment with you to understand your needs, strengths and goals.

You will be fully involved in the assessment and may involve an advocate, your family and any people you want in the process.

After that, we will develop a Client Support Plan.

You will be asked to sign your plan to show that you agree with it.

Your plan will be reviewed regularly.

Your Choice



We will talk to you (and your family, carers and where appropriate) to promote and ensure you make all decisions in relation to your services and supports.

We provide you with enough time to make decisions that affect your life.

We help you to make good choices, but the choices themselves are yours to make.

Your Rights

Respect for your human worth and dignity.

Freedom of expression, self-determination and decision-making

Privacy of your personal information and sensitive information

Autonomy including your right to intimacy and sexual expression

Information and support to understand and exercise your legal and human rights.

Realise your potential for physical, social, emotional and

Raise concerns and be supported to formalise complaints.

Full participation in society equal to other people, according to your individual and cultural needs and preferences.

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Conflicts of Interest

If we are permitted to provide you with support coordination as well as other supports, a conflict of interest may arise.

You will always be informed of other alternative providers available to provide necessary support, enabling you to exercise choice and control in the support you receive including from Sirv.



Where we conduct support coordination services, to ensure that any conflict is managed, we will endeavour to always provide 3 quotes (if possible) from other services, in addition to our own.

It is then your decision if you would like to choose Sirv's services and support or go with another provider.

Your decision to choose an alternative provider will not affect any services or support provided by Sirv at all.

Matching



We will try to match the right staff member to meet your needs and goals.

We consider your personality, language, culture and skill requirements.

Our Staff

At Sirv we employ qualified and experienced staff.



All our staff are trained in the NDIS Worker Orientation Module and in COVID-19 Infection Control.

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Exiting Services



You can leave our services at any time and in accordance with the terms of our Services Agreement. We will support you to find other services if you require assistance.

Privacy

We respect your right to privacy.



We use your information in line with privacy laws.

Your personal information allows us to perform our work.

We may at times disclose personal information where it is necessary to provide services or required by law.

Sirv protects your personal information.

You have the right to request access to the personal information that Sirv holds about you.

You can update or change it as required.

Just let us know!

Feedback and Complaints

If you feel comfortable, you are encouraged to raise any feedback, concerns, or complaints with us first, as this is often the best way to have your issue resolved quickly.

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You can make a complaint:



in person to your support staff or Manager

by calling your Manager

If the complaint is about your manager or you have spoken to your manager and are not satisfied you can:



email us on hello@sirv.com.au.



call us on 1300 408 123

You can make a complaint to the NDIS Commission by:



Phoning: 1800 035 544 (free call from landlines) or TTY 133 677.
Interpreters can be arranged.



Visiting <https://www.ndiscommission.gov.au/about/complaints>
and completing a complaint contact form.

The NDIS Commission can take complaints about:

- ✓ services or supports that were not provided in a safe and respectful way.
- ✓ services and supports that were not delivered to an appropriate standard.

We will resolve all complaints promptly in accordance with our Feedback and Complaints Management Policy.

Incident Management



You can report an incident to any Sirv staff member.

There will be no negative consequences for reporting incidents.

Incidents are managed in accordance with our Incident Management and Reporting Policy.

We also follow strict procedures in relation to reporting Reportable Incidents to the NDIS Commission and other important people.