

Your privacy

Your information is private and we treat all of the information you give to us carefully and with confidentiality.

Amicus are committed to upholding the Australian Privacy Principles.

We will:

- when collecting your information for the purpose of providing services, it will be with your permission, knowledge and consent
- protect your personal information from misuse, loss and unauthorised access, modification or disclosure
- where necessary, share information if required by law, or to lessen or prevent serious risk to the wellbeing of yourself or others.

Amicus is responsible for meeting our obligations under the NDIS Act 2013, The Disability Act 2006, Children's Services Act 1996 and Commonwealth Privacy Act 1988.

We provide quality services that meet the NDIS Quality and Safeguards Commission Practice Standards.

You can change your consent or access your personal information at any time by contacting Amicus.

Contact us

We're here to help!

Our office is open Monday to Friday
9:00am until 5:00pm

Head Office and Adult Services

18 Myers Street, Bendigo VIC 3550

Children's Services

53 Myers Street, Bendigo VIC 3550


Behaviour Support & Support Coordination Services

90 Queen Street, Bendigo VIC 3550

Phone: 03 5441 2666

Email: admin@amicus.org.au

www.amicus.org.au



**Rights,
Responsibilities,
Privacy and
Feedback**

Your rights and responsibilities

Amicus is committed to working within a human rights framework. When we work together, Amicus will promote your right to:

- individual choice
- support to make informed choices
- dignity of risk in decision making
- be listened to and treated with respect
- have your privacy and confidentiality maintained
- experience a safe and secure environment
- receive high quality service
- have your cultural and religious values respected
- have your communication needs met, including access to an interpreter or translation if requested
- have your autonomy respected, including your right to intimacy and sexual expression
- give us feedback and know we are listening to you
- have sufficient time to consider and review your options and seek advice if required at all stages of support provision
- be represented by a support person, advocate or interpreter if needed

When we work together, we ask you to kindly:

- be respectful
- act safely
- be open and honest with us about the services you receive
- respect the rights and privacy of the people around you, including Amicus staff and team members

Incident management

Amicus understands the importance of incident reporting and investigation in providing a high quality service. We have a system to identify, report and manage incidents to ensure a safe environment.

As a registered service provider we are responsible for reporting certain incidents to the relevant authority as required.

Feedback

We encourage and accept feedback in all forms. You can give us feedback or make a complaint in any manner that suits you.

For example, you can provide feedback in person to our Complaints and Feedback team, by phone, email and letter or through the complaint form on our website.

Amicus will:

- promptly confirm we have your complaint
- talk with you about what happened
- ask you about what you want to happen
- keep you updated with actions that follow
- explain why any decisions are made
- check if you are happy with the outcome
- help you to be supported by an advocate
- explore your options for a review if you are not happy, including referring your complaint to an external agency

Lodging a complaint

Phone: 03 5441 2666

Email: feedback@amicus.org.au

Post: 18 Myers Street, Bendigo VIC 3550

Online: www.amicus.org.au/complaints

External agencies

If you prefer, you can lodge a complaint or give feedback about us to an external agency. You can also do this if you are unhappy with the outcome of a complaint that was lodged with us directly.

NDIS Quality and Safeguards Commission

1800 035 544

contactcentre@ndiscommission.gov.au

National Disability Insurance Agency

1800 800 110

feedback@ndis.gov.au

Aged Care Quality and Safety Commission

1800 951 822

audit.feedback@agedcarequality.gov.au

Australian Human Rights Commission

1300 656 419

www.humanrights.gov.au

DHHS HACC Funded Participants

1800 132 468

www.dhhs.vic.gov.au/making-complaint

CHSP Aged Care

1800 951 822

www.agedcarequality.gov.au/making-complaint/lodge-complaint

Victorian Ombudsman

1800 806 314

www.ombudsman.vic.gov.au

Victorian Disability Worker Commission

1800 497 132

www.vdwc.vic.gov.au/making-complaints