

## 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 4:00pm

### Head Office

23 McLaren Street, Bendigo VIC 3550

**Phone:** 03 5441 2666

**Email:** [admin@amicus.org.au](mailto:admin@amicus.org.au)



@AmicusCommunityServices

[www.amicus.org.au](http://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](mailto:feedback@amicus.org.au)

**Post:** 23 McLaren Street, Bendigo VIC 3550

**Online:** [www.amicus.org.au/complaints](http://www.amicus.org.au/complaints)

## External support

You are entitled to engage an independent advocate – separate from our organisation – to help you understand your rights, raise concerns, or assist you through a complaints process and act in your best interests.

You can also provide feedback, or make a complaint, to one of the external agencies below, including if you are dissatisfied with the outcome of a complaint raised directly with us.

### **NDIS Quality and Safeguards Commission**

1800 035 544

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

### **National Disability Insurance Agency**

1800 800 110

[feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

### **Aged Care Quality and Safety Commission**

1800 951 822

[audit.feedback@agedcarequality.gov.au](mailto:audit.feedback@agedcarequality.gov.au)

### **Australian Human Rights Commission**

1300 656 419

[www.humanrights.gov.au](http://www.humanrights.gov.au)

### **DFFH**

1300 884 706

[www.dhhs.vic.gov.au/making-complaint](http://www.dhhs.vic.gov.au/making-complaint)

### **Victorian Ombudsman**

1800 806 314

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

### **Victorian Disability Worker Commission**

1800 497 132

[www.vdwc.vic.gov.au/making-complaints](http://www.vdwc.vic.gov.au/making-complaints)