



Nicole
CPA client since 1999

Your rights

As a client of Cerebral Palsy Alliance

Your rights are protected and upheld when accessing services with Cerebral Palsy Alliance

You should expect that we will:

- 1 Respect you
- 2 Respect cultural and individual differences
- 3 Respect your privacy
- 4 Do all we can to protect you from discrimination, abuse and neglect
- 5 Listen to you and act quickly on your concerns



Emmanuel
CPA client since 2015



1 Respecting you

- Our services and supports respect and uphold your legal and human rights
- We work with you and your family to find out how best to communicate with you about your supports
- We develop a service plan based on what is important to you. Our services are based on evidence and best practice
- We support you to get the most out of your home, educational, work and social life
- We value and support your emotional and mental wellbeing
- We respect the role of family and friends in protecting your rights
- We respect your right to choose an advocate to help you speak up for what you want and need
- We create a safe environment
- We support your right to make choices, including the right to choose to take some risks in life
- We support with sensitivity and care your right to relationships



2 Respecting cultural and individual differences

- We embrace diversity and treat everyone with respect and dignity
- We respect and acknowledge differences in cultural beliefs, values and language and look for the ways we can best respond to them
- We support you to access an interpreter if you want to
- We have easy read policies available
- We offer supports and services to Aboriginal and Torres Strait Islander people in a way that recognises and respects their unique culture
- We uphold the rights of the LGBTQI+ community



3 Respecting your privacy

- We keep your personal and health information private
- Our staff have access to your personal and health information only if they need to
- We will ask you to sign a consent form telling us how you would like us to share your information outside of Cerebral Palsy Alliance
- If we wish to take and use photographs and/or videos of you, we will ask for your consent
- Sometimes we may need to share your information without your consent, if required to by law or if there are concerns for your or your child's safety



4 Doing all we can to protect you from discrimination, abuse and neglect

- We have procedures to protect against discrimination, abuse and neglect and to monitor and support wellbeing
- We respond to behaviours of concern in a way that is positive, ethical and evidence based
- We train our staff to be aware of risks and respond to concerns about abuse or neglect
- We have procedures for reporting and investigating incidents of abuse or neglect
- As required by law, we report to appropriate authorities any risks of harm involving children or young people, and any reportable incidents involving risk to the life, health or safety of clients
- We take action to stop the same kind of incidents happening again
- We regularly screen staff against appropriate state and national registers, and screen job applicants during the recruitment process



5 Listening and acting quickly on your concerns

- We will treat you with respect and protect your privacy
- We will listen to your concerns and act on them quickly, fairly and sensitively
- We will try to resolve your concerns to your satisfaction
- We will keep you informed of progress and let you know the outcome
- If you are not happy with how your complaint is being dealt with, you can request to speak to a more senior manager by phoning or emailing us
- If you are not happy with the outcome, you can contact the NDIS Commission:

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

Contact the National Relay Service and ask for 1800 035 544

Complete a complaint contact form available from the NDIS Quality and Safeguards Commission website

If you feel that we are not respecting and upholding your rights, or you have any other feedback or complaint about our staff or services, we want to hear from you:



In person: we encourage you to firstly discuss your concerns with staff directly involved, or with the manager



By letter: Complaints Coordinator, PO Box 6427, Frenchs Forest NSW 2086



By email: ask@cerebralpalsy.org.au



By phone: 1300 888 378



Online: www.cerebralpalsy.org.au – Make a comment, compliment or complaint