

Participant Information

Red Point Psychology and Coaching

2019

Welcome:

Thank you for choosing Red Point Psychology to provide support services for your NDIS journey.

Red Point Psychology has a focus to provide flexible psychological support services to a wide spectrum of the community.

We focus on providing a psychological service from a trauma informed framework which gives us the ability to walk alongside you, to work through your current concerns.

We recognise, respect and value the diversity of all participants who access our services, their families, carers, staff and communities in which we work. We welcome participants who identify as Aboriginal, Torres Strait Islander; culturally and linguistically Diverse, LGBTQI and people who have a disability.

Red Point Psychology is committed to maintain the privacy and confidentiality of all personal information. When we are collecting, using, disclosing, securing and providing access to personal information, we abide by the privacy laws and the Privacy Principles.

Every participant with Red Point Psychology has the right to privacy and to be treated with dignity in all areas of their life.

In this handbook we have tried to provide you with all the necessary information you may need to make your NDIS journey with Red Point Psychology successful.



If you require any help to read this document we can organise for an interpreter, including Auslan to help.



Our Mission:

Providing a place of development and rest, supporting you in your life's journey

Core Values

Red Point Psychology wants to be a practice that values:

1. Works from a trauma informed approach with a compassion focus
2. The provision of a safe space for all individuals (diversity) to seek support
3. Treating everyone with respect
4. Empowering and equipping individuals to meet their goals and outcomes
5. Building back into the psychological community through research and education



Privacy

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Every participant with Red Point Psychology has the right to privacy and to be treated with dignity in all areas of their life.

We recognise, respect and value the diversity of all clients who access our services, their families, carers, staff and communities in which we work.

We welcome participants who identify as Aboriginal, Torres Strait Islander; culturally and linguistically diverse, LGBTQI and people who have a disability.

You Have the Choice and the Control

Red Point Psychology staff are responsible for supporting people with disability, identify who they may wish to be involved in any consultation process and are responsible for encouraging people with disability, family, friends, carers and advocates to support independent decision making, choice and control.

Choice includes choices about what to eat, what to wear, what to do and other decisions that all other people make on a daily basis.

Choice includes decision making about which service provider a person might buy services from, where and when.



Feedback and Complaints

We want to know what you think about the service that Red Point Psychology provides.

You can give positive or negative feedback or make a complaint any time. This helps us to continually improve our services.

Complaints:



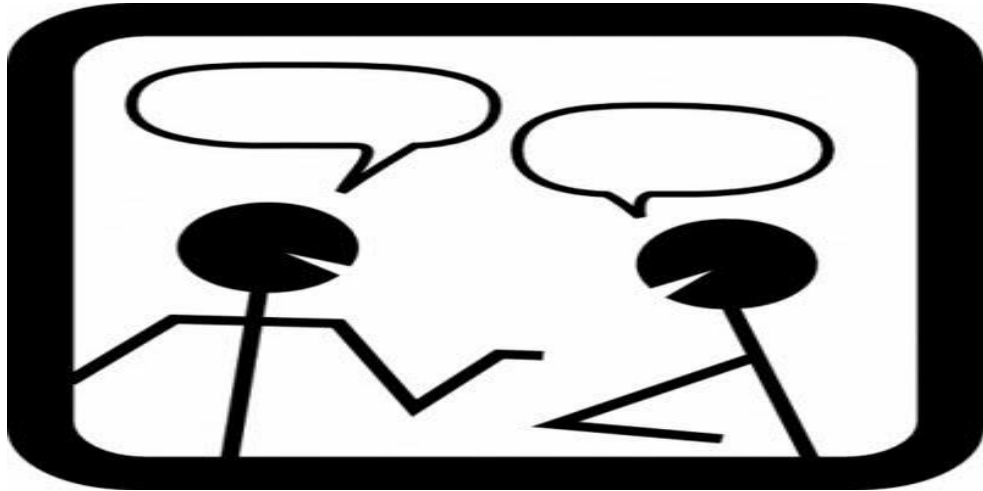
It is ok to ask someone you trust to help you give feedback or to make a complaint.

This person does not have to be a staff member.

Give Feedback or Make a Complaint:

HOW:

TALK



You can talk face to face with the manager or somebody you are comfortable with.



You can call our office 02 42314941 ask to speak with the Manager or



You can write

Mail: Manager
 Red Point Psychology & Coaching
 70 Wentworth Street
 PORT KEMBLA NSW 2505

You can email



Email: info@redpointpsyc.com.au



The CEO will contact you immediately after receiving your complaint.

You will be treated fairly when you give feedback and will not affect the services, we are providing to you.

Consent



As a client of Red Point Psychology, you will be given a written service agreement.

The service agreement also acts as a consent form giving Red Point Psychology your written consent to collect, store and share information with other service providers and government agencies.

Red Point Psychology will not use or share your personal information with anyone without your consent, unless we have concerns for your safety or we are required to by law.



Your Rights

All clients of Red Point Psychology have the right to:

- be always treated fairly and respectfully
- to make their own choices and decisions
- be in an environment that is free of discrimination and harassment
- pursue their goals in a supportive and stimulating environment
- have the right to privacy and dignity
- ready access to the complaints process
- have their confidentiality maintained
- have access to my records
- to access an advocate of your choosing as it is your right to have an advocate present. An advocate can be a carer, friend, family member or an independent advocacy service.
- not to sign a service agreement with Red Point Psychology as there is no obligation until you have had sufficient time to consider and review your options and seek advice if required.
- to determine how your NDIS funding is spent or allocated to achieve you agreed NDIS Goals.



What is a Service Agreement?

Most of your NDIS supports will be delivered by providers. Providers are people or businesses of your choice.

You will normally need to make a written agreement with your provider(s). This is called a Service Agreement.

It can include what supports and services the provider agrees to provide.

What the cost of those supports and services are.

How, when, and where you would like your supports and services to be provided.

How long you need the supports and services to be provided.

You will be given a copy of your Service Agreement.

Transition Together



Transitioning to another Service Provider

Red Point Psychology respects your rights for Choice and Control and understands that changing providers can happen for many reasons.

It is important to be aware that service providers will have a period of notification required before service can be ended.

Red Point Psychology will arrange and manage the requirements to end service for you.

Red Point Psychology will ensure that the transition goes smoothly with the least impact possible on your services.

To Help Us Provide You With The Supports You Require



We Expect That You:

Work with us to make sure the services we provide meet your needs.

Provide us with accurate information and keep us up to date with any changes.

If you are not happy with a service being provided tell us and we will attempt to solve the issue.

If you cannot make a scheduled appointment, please let us know 24 hours in advance if possible.

Notify us immediately of any safety concerns.

What Can You Expect From Us?

We will work with you by providing a person-centred approach always.

We will inform you of services available and you will always have choice and control of all services.

We will always treat you with dignity and respect.

Your privacy will always be safeguarded.

We will keep clear records on all services provided to you.

We will provide you with qualified, competent and experienced Support Coordinators dedicated to ensuring you achieve your agreed NDIS goals.

We will always be honest and upfront.

We will always respect your right to have an advocate present and one or all appointments.

Your satisfaction is our aim. We will tell you what is happening with our services, ask for your feedback, and use it to improve our organisation.



If you find that you still have questions that have not been answered to your satisfaction in this handbook, or you would like further clarification about any aspect of the service we provide or have a suggestion on how we can improve our service to you, please contact us:

Red Point Psychology & Coaching
70 Wentworth Street
PORT KEMBLA NSW 2505

Ph: 02 4231 4941

Email: info@redpointpsyc.com.au

Organisations you may find helpful:

NSW Ombudsman Ph: 02 9286 1000

Commonwealth Ombudsman Ph: 1300 362 072

National Disability Insurance Agency Ph: 1800 800 110

NSW Quality and Safeguards Commission Ph: 1800 035 544

**NSW Department of Family and Community Services
Ph: 02 9377 600**

**National Disability Abuse and Neglect Hotline
Ph: 1800 880 052**