



**Ideas does
information
so you can
do life.**

Customer Information

How can we help you?

Free Call

1800 029 904

Text

0458 296 602

Website

www.ideas.org.au

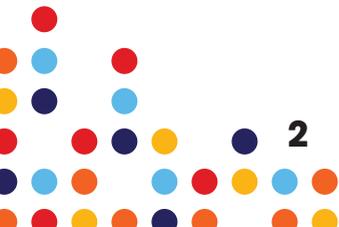
Connect today.





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Customer Information

Your Rights

Who is IDEAS? (Information on Disability & Education Awareness Services)



We work to support people with disability and people with age related disability, their families, carers and other supporters by helping them to make informed decisions about important issues. We do this by providing a range of free information services and products.

\$0

How much will the services cost?

Our service is free for people with disability, their families, carers and other supporters.



How do the services operate?

Our organisation is not-for-profit and managed by a community based Board of Directors that

is elected once a year. The daily work is carried out by paid staff under the care of the Executive Officer.





Customer Information

Your Rights

How do I get answers?



Call toll free: 1800 029 904
or Text: 0458 296 602



Email: info@ideas.org.au



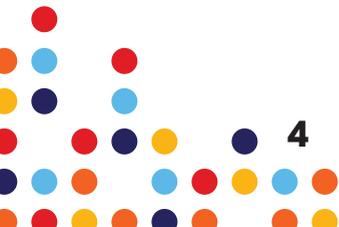
Visit our website to search or to chat to us live: www.ideas.org.au



Contact us by calling the National Relay Service (NRS) on 1300 555 727. A telephone service for people who are deaf or who have a hearing or speech impairment



If you require translation contact us by calling the Translating and Interpreting Service (TIS) on 131 450.





Customer Information

Your Rights

Visit any of our offices:



Tumut Offices

53 Merivale Street
Tumut NSW 2720

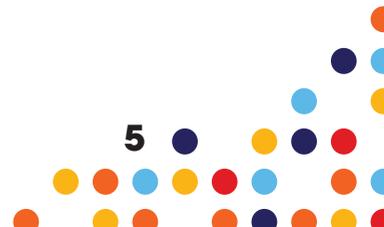
Unit 21 and 22
Tumut Connection Centre
cnr of Wynyard St and Russell St
Tumut NSW 2720



Write to us at: IDEAS
PO BOX 786
Tumut NSW
2720

Email us: info@ideas.org.au

Call us: 1800 029 904





What are your rights?

As a user of our services you have the right to:



- privacy



- be treated without discrimination



- any information about yourself or your situation



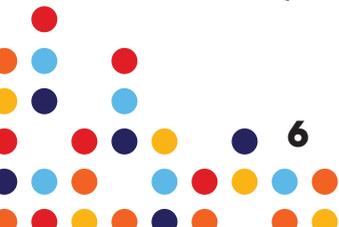
- be treated as an individual, and to have your choices respected



- have a say in decisions made about your rights and



- complain or take action to resolve a dispute.





What are your responsibilities?

So that we can continue to provide you with a great service, it is important that you:



- provide staff with true and full information about your situation



- respect the rights and needs of other people using our services



- let staff know if you need an interpreter or have any other special needs, and



- be polite to our staff.





Customer Information

Your Rights

What are IDEAS responsibilities?

We have a responsibility to provide a service that:



- respects your independence and ability to choose



- respects your privacy



- allows you to access information about yourself



- informs you of your rights and responsibilities



- informs you about services that are available and any other choices



- talks with you before making decisions about other services



- ensures your safety when visiting our offices



- considers your views when planning, managing, and assessing our services.



Customer Information

Your Rights

What if I'm not happy with the service provided?



We aim to give you the best service so we would like to know if you have any problems. Your service will not be stopped if you complain!

If you do not feel comfortable with a staff member, please ask to speak to the Team Leader of Individual Support or our Executive Officer.

Can someone help me make a complaint?

Yes! You can ask a family member, carer or friend to advocate on your behalf. You have a right to an advocate if you are a person with a disability or their supporter, family member, friend or carer.

If you need someone to help stand up for your rights...

We can help! We will listen to you and discuss the issues. We will try to find an advocate who will:



- protect and promote your rights
- support your decision making
- represent your interests
- help you to be heard.





Customer Information

Your Rights

How do I make a complaint?

If you feel your rights are not being respected or if you have a complaint or concern about the service you have been receiving, you can do any of the following:



- If you feel comfortable about it, discuss the problem with the staff member involved – this may lead to a quick solution
- If this does not work you can contact the Team Leader Individual Support or the Executive Officer on 1800 029 904



- If you are still unhappy you could speak to a member of the Board of Directors (the telephone numbers will be given to you on request)
- Or you may write to the Chairperson of the Board at PO Box 786, Tumut NSW 2720



- If you are still not happy you may wish to speak to the NSW Ombudsman Community Service Division on 02 9286 1000 or 1800 451 524 (outside Sydney metro), or we will provide you with other choices for assistance.



IDEAS Privacy Statement

IDEAS will never provide identifying information, such as your name or address without your okay.



Personal information collected by IDEAS - Information on Disability & Education Awareness Services (ABN 73 877 964 532) (“IDEAS”) is treated as confidential and is protected by the Privacy Act 1988 (“Act”). Personal information is any reasonably necessary

information that can be used to identify you. This includes any personal information or opinions about you, whether true or not, no matter how the information or opinions are recorded. Your Privacy is important to us.

IDEAS has a Privacy Policy to protect your privacy in compliance with the Act. This Statement contains some important information regarding the application of our Privacy Policy. Our Privacy Policy is available on request.





Customer Information

Your Rights

Our policy is to inform you:

- How we collect and use your personal information in a lawful and fair manner
- What personal information is being collected
- Your right of access to your personal information
- Your right to inspect and, where necessary, correct the personal information that we hold about you
- Your rights to have your privacy complaints investigated and resolved
- Your right to have your personal information protected from misuse or unauthorised access.

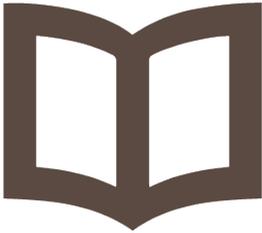
The Privacy Policy applies to all members of IDEAS, committee members, service providers, clients and interested persons contacting IDEAS on behalf of clients, individuals, job applicants and prospective employees who provide us with their personal information. The policy does not apply to current and former employees of IDEAS who provide us with their personal information.



Customer Information

Your Rights

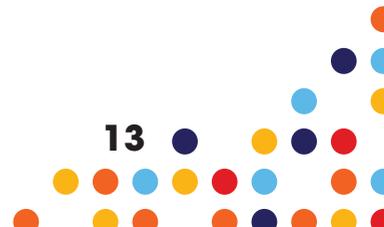
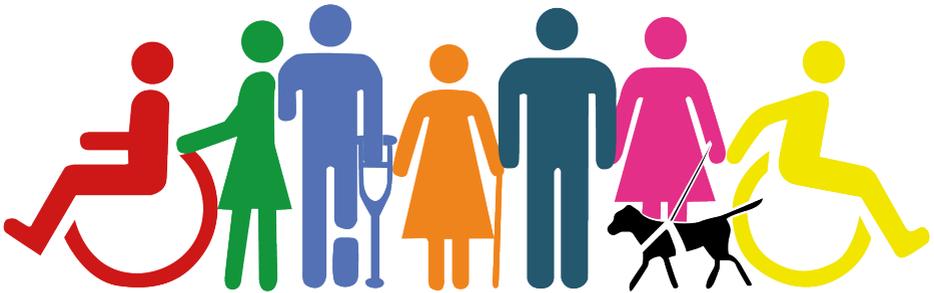
Privacy Complaints



All privacy complaints will be handled in the terms of our Privacy Complaints Policy and Procedure, a full copy may be provided on request.

Remember:

It is your right to make a complaint or to have your concerns heard.





The NDIS:

If you are unhappy about:

- your plan
- your supports
- your service provider
- or feel that you are not being listened to

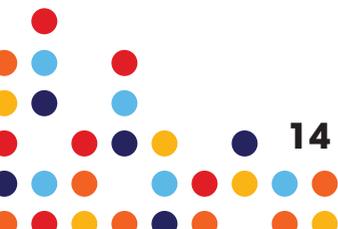
We will listen and help! We will not give up!

ndis National Disability
Insurance Scheme

NDIA Feedback and Complaints contact details:

Phone: 1800 800 110

Email: feedback@ndis.gov.au



If you need an interpreter please call the translating and interpreting service on 131 450 and have them contact IDEAS on 1800 029 904 Monday to Friday between 9am and 5pm.

إذا كنت تحتاج إلى مترجمًا الرجاء الاتصال بخدمة الترجمة على الرقم 131450 واطلب منهم الاتصال
ب
على الرقم 1800029904 من الاثنين حتى الجمعة بين الساعة 9 صباحًا و 5 مساءً.

Ako vam treba tumač obratite se tumačkoj službi na broj 131 450 i zahtjevajte da nazovu ustanovu "IDEAS" na broj 1800 029 904 od ponedjeljka do petka, čiji su radni sati od 9 do 17 sati.

Kung kailangan ninyo ng tagapagpaliwanag, tumawag lamang sa serbisyo ng tagasalin at tagapagpaliwanag sa 131 450 at hilingan silang makipag-ugnayan sa IDEAS sa 1800 029 904 Lunes hanggang Biyernes sa pagitan ng 9 ng umaga at 5 ng hapon.

Αν χρειάζεστε διερμηνέα μπορείτε να τηλεφωνήσετε στην υπηρεσία μεταφραστών και διερμηνέων στον αριθμό 131 450 και ζητήστε τους να σας συνδέσουν με την υπηρεσία IDEAS στο 1800 029 904 Δευτέρα με Παρασκευή μεταξύ 09.00 και 17.00.

Bila anda membutuhkan penerjemah, tolong hubungi layanan jasa penerjemah di 131 450 dan minta layanan tersebut untuk menghubungi IDEAS di 1800 029 904 pada hari Senin hingga Jumat jam 9 pagi – 5 sore.

Se hai bisogno di un interprete, chiama il servizio di traduzione e interpretariato al numero 131 450 e chiedi loro di contattare IDEAS al numero 1800 029 904, dal lunedì al venerdì dalle 9am alle 5pm.

Ако ви треба преведувач, ве молиме телефонирајте во службата за писмено и усмено преведување на 131 450 и замовете ги да ги контактираат во IDEAS на 1800 029 904 од понеделник до петок, меѓу 9 ч. наутро и 5 ч. попладне.

Ako vam je potreban prevodilac nazovite prevodilacku službu na broj 131 450 i tražite da nazovu ustanovu "IDEAS" na broj 1800 029 904, koja radi od ponedjeljka do petka, a čije je radno vreme od 9 do 17 časova.

您如果需要口译员，请于星期一至五上午九时至下午5时，致电131450联系翻译服务部，让他们拨打1800029904，接通IDEAS。

您如果需要口譯員，請於星期一至五上午九時至下午5時，致電131450聯系翻譯服務部，讓他們撥打1800029904，接通IDEAS。

Si necesita intérprete, por favor llame al servicio telefónico de intérpretes al 131 450 y pídale que le comuniquen con IDEAS al 1800 029 904, de lunes a viernes de 9am a 5pm.

Eğer bir tercümana ihtiyacınız varsa, lütfen Pazartesi'den Cuma ya kadar, saat 9am-5pm arasında Telefon Tercüme Servisini (TIS) 131 450 numaradan arayarak, ve 1800 029904 numaradan da IDEAS ile irtibata kurunuz.

Nếu quý vị cần thông dịch viên vui lòng gọi dịch vụ thông và phiên dịch (translating and interpreting service) qua số 131 450 và yêu cầu họ liên lạc IDEAS qua số 1800 029 904 Thứ hai đến Thứ sáu từ 9 giờ sáng đến 5 giờ chiều.



Phone 1800 029 904
(toll-free)

Text 0458 296 602

Chat online ideas.org.au

**National Relay
Service Speak
and Listen** 1300 555 727

TTY 133 677



Speak and listen in your language.
Phone 131 450 and get connected
to IDEAS on 02 6947 3377 between
8am and 8pm.

