



New client Information

Rights

IntroConnect is committed to delivering services that meet your individual needs and will use person-centred approaches to achieve this. If for any reason we do not have the ability or capacity to deliver flexible, responsive services, then we will support you to find other service providers that may be more able to meet your individual needs and expectations.

IntroConnect is committed to providing services in a safe environment that is free from discrimination, abuse or neglect.

IntroConnect encourages you to decide the involvement and input of your family, carers and advocates throughout the decision making and planning process. IntroConnect also supports you and your family to develop, review and change your plan as your situation or goals change.

Advocacy

IntroConnect encourages and supports you to use advocacy services if you choose. You can find more information about advocacy at www.advokit.org.au or you can search for an advocacy service in your area that meets your needs at: www.disabilityadvocacyfinder.dss.gov.au

Feedback and Complaints

You have the right to make a comment or complaint at any time and IntroConnect will work with you, your family and carers to resolve your concerns. You have the right to ask for assistance in making a complaint. You will be safe and there will not be any negative consequences if you make a complaint. IntroConnect welcomes your involvement in the complaint handling process and we will work with you to identify your desired goal.

You also have the right to make a complaint to the NSW Ombudsman about IntroConnect's provision of services under the Community Services Act 1993 (NSW).

Home Visit Requirements

This statement outlines the requirements that you agree to in order for a representative of IntroConnect to visit your home for meetings and appointments.

If you do not feel comfortable or agree with these requirements, IntroConnect will be happy to arrange meetings in a variety of, mutually convenient, community based facilities.

- You will provide IntroConnect with any instructions regarding parking or finding your home.
- There is adequate light for any after hours services.
- Representatives of IntroConnect will always be able to leave the home quickly and easily in the event of any emergency.
- The interior of your home is safe and free of any trip hazards.
- There is adequate seating for both client and staff to meet.
- There is adequate access to basic amenities of drinking water, handwashing & toilet facilities.
- You declare that you are not aware of any issues or concerns with electrical equipment, appliances, wiring, power points or electrical leads.
- Your home has a working smoke detector.
- Your home is a smoke/drug/alcohol free environment for the time that IntroConnect are present.
- That any pets on your premises are able to be contained during the time that IntroConnect are present.
- I agree that I will provided any other relevant information about the physical aspects of my home.
- That only the client and their immediate family/network will be present during any visit. If anyone else will be present, I will notify IntroConnect prior to the visit.
- Should a representative of IntroConnect feel uncomfortable with the presence of any person who has not been notified prior, they may leave the premises.

These requirements may be updated at any time and you will be notified in writing and on our website.

All Policies are available upon request.