



Customer Policy

Easy Read



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avivo.org.au



This book is about
Our customer policy at Avivo

The words **we** and **us** in this book
Mean Avivo.



In this book

This book tells you about the things
that are important to us.
Like the ways we look after you.



Your rights

We respect your human rights.
Your rights are the things you should be able to

- get
- have
- do

We believe these rights should be the same as
any person.



You have rights when you use our services.

We say consumer rights.

We make sure we uphold your rights.



There are laws about your rights too.

We say legal rights.

We make sure we follow the laws.



We know that every person is different.

Like

- your family background
- what you believe in
- what is important to you.



We say we respect your

- values
- cultures
- beliefs.



We respect your right to make decisions.

We respect your right to take risks too.

We make sure you understand your choices.



Sometimes you may change your mind

About a choice.

We respect your right to change your mind.



Sometimes you may need help to make decisions.

Like

- you are not yet 18 years old
- you do not understand your choices.

We make sure you can get the help you need.

Our support and service

We make sure we give you support that you need.

Sometimes you may let us talk to others too about your needs.

Like

- your family

- your carers.

We give you time to think about your choices, and it's OK if you change on your mind on things





Sometimes things might change in your life.

We will work with you to make sure we continue to support you.



We respect your right to access an advocate



There are some things we do together

Like

- be respectful to each other
- making sure your home is safe for us to work in.

Privacy and Confidentiality



We respect your privacy and dignity.

Some ways we do that are

- tell you about how we manage privacy
- support you to understand what information we collect

and

- why we need it.



We will only have the information that you say we can have

We will always keep your personal information private.

Private means that we will only let your information be seen by people who are allowed to.



This means

- You



And sometimes it means

- Your legal guardian and other people you say we can

We will never use your information unless you say it's okay



Sometimes we have to let other people know your information.

This might be because the law tells us we have to.

For example

- Our funders

Or

- If we have a Duty of Care



There are rules we need to follow to keep and change your information

Communication and Open Disclosure



When we communicate with you, we say we are

- Open
- Honest
- Ethical



We do this by

- Telling you things as soon as we should
- Providing information in a way you can understand
- Listening to your feedback



We act in a way that is in your best interests

If something happens or goes wrong, we respond as quickly as we can.

Freedom from Harm

We seek to make sure you live life free from harm including



- Violence
- Abuse
- Neglect
- Exploitation
- Discrimination



We work with you to

- prevent harm
- and
- respond if harm occurs



We investigate and act if someone tells us a person has been harmed. Some ways we do this are

- Provide access to an advocate
- Assist each customer affected
- Record what happened
- Record what we did after it happened
- Do things to make sure it doesn't happen again

We report incidents to funders as needed.



Restrictive Practice

A Restrictive practice is something that stops you from doing what you want

We want to use less or no Restrictive Practices.



Sometimes Restrictive Practice may be used to keep you or others safe

Restrictive Practices include:



1. Seclusion

- this is when you are made to stay in a place alone and are not allowed to leave.



2. Chemical Restraint

- this is when you are given medicine to stop or change your behaviour.



3. Mechanical Restraint

- this is when a device or equipment is used to stop a behaviour.



4. Physical Restraint

- this is when someone holds on to a part of your body to stop a behaviour.



5. Environmental Restraint

- this is when you are stopped from going to certain places in your home or in the community or
- you are stopped from having certain things or doing certain activities.



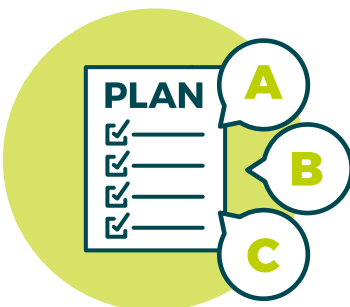
We will try

- other things first before using a Restrictive Practice
- use the least Restrictive Practice
- use the Restrictive Practice for the shortest time.



We will NOT use the Restrictive Practice

- to punish you
- to make it easier for our staff.



If we do use a restrictive practice we will

- Have a support plan in place
- train our staff on the restrictive practice
- reflect on the restrictive practice



Complaints

We provide customers information on how to

- give feedback
- make a complaint to Avivo
- make a complaint about Avivo to someone else



We listen to your concerns and complaints

We understand that you may not like making a complaint, and we do our best to make a safe place for you to make your complaint.



We take complaints seriously

We look for ways to improve the way we manage complaints and feedback.

Skills and Responsibilities



We make sure the people who work at Avivo

- have the right skills
- are knowledgeable
- meet and go above you expect

We make sure we respect and look after your rights.



We make sure we

- provide you with quality support to the best of our ability
- do not do things we are not qualified to do.



Organisational Governance and Development

Organisational Governance and Development means the way that we operate, make decisions and continue to change for the better.

We keep improving on the quality and safety of supports and services we provide.

Some ways we do this are

- Reflect and look back over what we have done
- Notice issues
- Notice trends
- Take action to make positive changes

We give opportunities to customers to contribute to the governance of Avivo.

We involve customers when developing Avivo, our approach, policies and processes.



You can find out more about any information in this Customer Policy

You can

- ask someone at Avivo



- call us on 1300 428 286

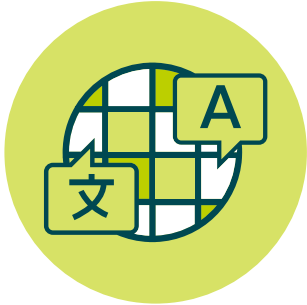


- email us hello@avivo.org.au



- Send us a letter

Avivo
PO Box 1597
Osborne Park
WA 6916



Other services can also help you

Translating and Interpreting Service

Phone: 131 450

Advocare

Advocare

Phone: (08) 9479 7566

Regional callers: 1800 655 566



Australian Government

Aged Care Quality and Safety Commission

Aged Care Quality and Safety Commission

Phone: 1800 951 822

CaMHWAA

Consumers of Mental Health (CoMHWAA)

Phone: (08) 9258 8911



Health and Disability Services
Complaints Office

Health and Disability Services Complaints Office (HaDSCO)

Free call: 1800 813 583



NDIS Quality
and Safeguards
Commission

NDIS Quality and Safeguards Commission

Free call: 1800 035 544



Office of the
Public Advocate

Protecting the human rights of adults
with a decision-making disability

Office of the Public Advocate

Free call: 1300 858 455

