

Welcome to Pinarc

At Pinarc, we help people with disabilities, their families, and carers across Ballarat, Melton, and surrounding Western Victoria regions.

- We are a registered NDIS provider.
- We are committed to providing safe, person-centred services.
- We follow the NDIS standards, and always aim to improve our services.

To contact us:



Phone: 1800 746 247



email: admin@pinarc.org.au



website: www.pinarc.org.au



BABIES | KIDS | TEENS | ADULTS

Important information



This information is about

- Rights and Responsibilities
- The Code of Conduct
- Feedback and Complaints
- Safeguards
- Incidents
- Advocacy
- Privacy



You can ask for help to read this information.

Let us know if you need us to help you.



We use pictures to help explain ideas.

You can also ask us for a copy of the longer documents.



To learn about the Rights of People with Disability, you can watch this short video, produced by the Disability Advocacy Resource Unit, at:

www.bit.ly/32CmVZE



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Rights and Responsibilities



You have the right to:

- **Respect** – We treat you fairly and kindly.
- **Safety** – You can feel safe here.
- **Privacy** – Your personal information is kept private.
- **Choice and voice** – You can make decisions and tell us what you think.
- **Clear information** – We explain things in a way you understand.
- **Fair access** – You can use our service without discrimination.
- **Complaints** – You can complain, and we will listen and respond.



We ask that you:

- **Respect others** – Be polite to staff and others.
- **Help keep things safe** – Follow safety rules and tell us if something is wrong.
- **Be honest** – Give us correct information.
- **Use services properly** – Attend programs or appointments or let us know if you can't make it.
- **Take care of property** – Look after the space and equipment.
- **Work with us** – Ask questions and take part in planning your support.



Code of Conduct



The code of conduct is the set of rules that tell our staff how they must act and behave at work.



Our code says:

- Staff must do their job well.
- Staff must be fair and respect you.
- Staff are not allowed to hurt you or make you feel bad.
- Staff must follow your plan.
- Staff must only do jobs they know how to do.
- Staff must tell the truth and follow the law.



You can complain if staff do not follow the rules.

You can complain if you are not happy with Pinarc's service.

Safeguarding



A safeguard is a way of keeping people safe when they use services.

Safeguards helps protect your rights.
And it stop people from being hurt or treated badly.



We want to keep you safe, so:

- We train our staff.
- We have rules that all staff must follow.
- We give you information about what is ok and what is not ok.
- We support you to tell us if there is a problem.



We take quick action to fix problems and to make sure it doesn't happen again.



Please tell us if someone:

- Hits you or hurts you.
- Touches you in a way you don't want to be touched.
- Treats you badly or unfairly.
- Takes your things or your money.



Please tell us if anything else worries you or makes you feel unsafe.

Incidents



When something happens while you are at a program, that might be unsafe, we call it an incident.



We do our best to prevent incidents from happening.

- We take quick action to fix problems and to make sure it doesn't happen again.
- When an incident happens, we will talk with you about it.



When we need to, we will talk with your family or carers about the incident, with your permission.



Sometimes we need to report incidents to the NDIS or other places.



Our staff record all incidents.

- You can request a copy of any written incident reports at any time.
- Reporting and taking action on incidents helps to keep everybody safe while at Pinarc.



Feedback and Complaints



Please tell us what you think.

- You can tell us good things or problems.
- We want to make our service better.



You can talk to us anytime.

- You can tell us the problem.
- You can speak to any staff member.
- You can call us **1800 746 247**
- Email us: complaints@pinarc.org.au
- Or use the form on our website.



You can also contact:

- **NDIS**
1800 800 110
www.ndis.gov.au
- **NDIS Quality and Safeguards Commission**
1800 035 544
www.ndiscommission.gov.au/complaints
- **Victorian Worker Disability Commission**
1800 497 132
www.vdwc.vic.gov.au



We also like to hear what is good.

We want to know what we are doing well.

Using an Advocate



An advocate is someone who helps you have choice and control about what you want.



Advocates can help you to speak up about what you want and need.

Advocates can talk to other people or organisations for you if you want them to.



Advocates can help you understand information we give you.

We are happy to talk with your advocate if you want us to.



If you want an independent advocate.

You have the right to have an independent advocate to support you to understand your rights, express your views and make decisions.

You can contact the Office of the Public Advocate (OPA) Advice Service for information and advice.

The Advice Service can also refer you to an advocacy service if needed.

Office of the Public Advocate (OPA)

1300 309 337

Monday to Friday, 9am to 3pm

publicadvocate.vic.gov.au/your-rights/find-an-advocate

You can also find an independent disability advocate through the Disability Advocacy Resource Unit (DARU) find an advocate page:

daru.org.au/organisations



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Privacy



Pinarc has to follow a law called the Australian Privacy Act.



This means the information you give Pinarc is safe and secure.

- We keep your information private.
- When we need to share information, we will ask you.
- Sometimes we might have to report information if something unsafe happens.



You can ask us how we keep your information safe.



You have right to request access to your information at any stage.



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In an Emergency



Sometimes there might be an emergency which will mean a change to your program.



If you are at Pinarc when this happens, we will make sure you are safe.



We might need to call your family or carer and let them know.



We will contact you or your family or carer by text message or telephone, or sometimes both.



We will talk with you about the changes to your program.

We will talk with you about when we think it will be safe to come back



If an emergency happens at Pinarc when you are not here, we will contact you or your family or carer to let you know.



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Other Information



At Pinarc, everyone is treated fairly, respectfully and without discrimination.



We are committed to keeping all children safe. We take all child safety concerns seriously and act quickly.



Everyone in our organisation is responsible for creating a safe and respectful place for children.

Everyone is welcome at Pinarc

We welcome and support people of all backgrounds, including LGBTQIA+ people, refugees, migrants, and people of all cultures, ages and identities.



We acknowledge the Traditional Owners of the land where we work and live.

We pay our respects to Aboriginal and Torres Strait Islander Elders, past and present, and recognise their continuing connection to land, waters and culture.



If English is not your first language, or if you need help understanding information, we can help arrange an interpreter.



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