



DETAILED EXPLANATION OF DSA's SERVICE AGREEMENT

OUR CUSTOMER COMMITMENT IS TO DELIGHT YOU BY

- Delivering a great service every time
- Treating you with warmth, respect and dignity
- Listening intently to what is important to you
- Providing **flexible** and **innovative** options
- Responding to you in a **timely** manner
- Providing a **safe, supportive** and **inclusive** environment
- Informing you about changes and challenges in delivering your service
- Welcoming and acting on your **feedback** and complaints to enhance your experience with us

DSA CUSTOMER SERVICE CHARTER



Welcome to Disability Services Australia

Disability Services Australia (DSA) is committed to delivering services and supports which reflect the right of every person to live a full and active life. Engagement and social inclusion are at the heart of all DSA's person centred service delivery.

Our mission is to enable opportunities for choice, inclusion and achievement at home, in the community, through training and education and in employment.

Our Customer Service Charter represents our mission and values and sets out what you can expect from DSA when you select us to provide your service. To deliver on the intent and principles of our Customer Service Charter, DSA is committed to actively seeking our customers' participation in the strategic design and delivery of DSA service options.

We recognise the fundamental importance of families and carers in our customers' lives and we work together with people with a disability, their families and carers to co-design the combination of services they need to live a full life.

DSA upholds the principles enshrined in the United Nations Convention on the Rights of Persons with a Disability in all services provided. More information on DSA, its mission and values are available online at www.dsa.org.au.

To learn more about the United Nations Convention on the Rights of Persons with a Disability see www.un.org/disabilities

DSA adhere to the Disability Service Standards and are audited against these standards on an annual basis.

DSA's partnership with you sets the commitments we both share that will ensure you receive the service from us which best meets your needs and expectations.

1. DSA's Responsibilities:

DSA will develop a service plan with you that meets the terms and conditions of your NDIS plan and budget, or the services you wish to purchase directly from DSA. DSA recognises your right to:

- have control over your own life and participate in decisions concerning the type of services you receive and the way they are provided within the parameters of your plan and budget;
- design your service;
- be treated in a professional, courteous, and caring manner;
- be supported by staff who are respectful of your cultural beliefs and personal circumstance;
- be supported in a safe and secure environment where DSA staff support your rights;
- be provided with a safe environment when accessing our facilities;
- expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law;
- give DSA consent to communicate only with the people you nominate regarding your support;

- have your service information, experience and personal details utilised for marketing purposes only if we have your consent;
- manage your own finances, DSA will only manage your money if consent is given. We will work with financial guardians if there is one legally appointed;
- receive support from appropriately trained workers;
- expect any complaints made by you to be investigated appropriately and in confidence without fear that it will effect decisions in relation to the support you receive;
- view information about you held by the organisation with reasonable notice;
- a prompt service;
- receiving accurate and relevant information in a timely manner; and
- request transfer to another staff member where possible, with consideration of shared arrangements. This may not always be possible in our Employment Services.

2. Customer Responsibilities:

As a customer of DSA you have a responsibility to:

- take part in the decision making of your services, this is your life and you have the right to direct your service;
- tell us who we need to contact in an emergency or to discuss your support requirements. If you want to change your nominated person at any time, this is fine;
- provide feedback or make a complaint about any aspect of my services without feeling worried;
- let staff know if you are not satisfied with your service, let us know what we can do to improve it;
- tell us if you feel like you are being bullied by someone else or feel unsafe while you are with DSA ;
- treat staff and other customers with respect and courtesy;
- not ask staff for their personal phone numbers or to have contact with them outside of the designated service times or on matters not related to my service;
- provide staff with the information they need to best assist you, let us know what is important to you;
- respect the value of others' possessions and DSA's property;
- not act in a manner that is illegal or ask staff to act in illegal or unethical ways;
- not be under the influence of drugs or alcohol;
- maintain confidentiality regarding information about other DSA customers you may meet at DSA;
- respect that all people are different and treat people of all nationalities, religions and sexual orientation equally;
- keep scheduled appointment time(s), providing reasonable notice (outlined below) should you need to change;

- agree to follow the rules and respect DSAs policies around service delivery including medication plans and behaviour management plans;
- let us know if you are sad or angry and need some help to resolve the situation;
- understand that DSA cannot always do everything you wish, but we will always try to find you another provider who can;
- keep DSA informed of any changes to my situation that I expect will have an impact on this Agreement;
- request services that are within my Service Plan and budget; and
- Discuss with DSA if you would like to purchase support or services that we had not originally agreed to.

3. Safety:

DSA highly values your safety, other customer's safety and the safety of our staff. If you feel unsafe at any time that you are with us we ask that you let DSA know. If you notice something that is unsafe in the area we are supporting you in, please let us know as quickly as you can.

At all times we will help you to understand how you can keep yourself safe in any activity you participate in. We respect your rights to make decisions about your welfare but will make sure you understand any risks you may be taking.

DSA asks that you share the responsibility around safety and do not put yourself, staff or other customers in harm's way. If you do make decisions that put others at risk, we may have to withdraw our services with you. This includes if you take illegal substances or have threatening behaviour towards staff or other customers.

If you need to use any personal equipment whilst you are with us, we need you to ensure that our staff know how to use the equipment and ensure that all equipment has been tested by experts and shown to be safe. We can help you to organise this, at times this may mean having an external person come in to look at your equipment and give us instructions on how to use them. At times this may mean that we need to get people to review regularly, DSA will make you aware of any arrangements you may require before we provide support.

If you have a type of support that requires people to be trained specifically on your personal needs, we will train extra people to have as a backup in case your key workers are unavailable. This may mean additional support training hours.

4. Support Workers:

DSA will support you to choose the staff members you would prefer and are most compatible with. If you are unhappy with the person who is supporting you, we ask that you let us know and we will try and find you someone else.

DSA employs staff with a range of skills and experiences and will support you with the best person who can support you to reach your goals.

At times staff are sick or unavailable for personal reasons, in these instances we will try and find you another worker who best meets your needs.

At times we may need to reschedule staff because of training or other commitments, we will always try and give you as much notice as possible and offer you an alternative staff to support you who will best meet your needs.

Sometimes it may be decided that the best person to support you is someone who doesn't work directly for DSA; if this is the case we will negotiate a sub-contracting arrangement.

5. Feedback and Complaints:

DSA welcomes all feedback, whether it is positive about our services, ideas for how we can improve or whether you are unhappy and not satisfied.

There are a number of ways that you can give us feedback including anonymously. These include:

- telling the staff who support you;
- letting your Customer Relationship Manager know;
- calling DSA's Customer Connections line on 1300 372 121;
- emailing DSA at customerconnections@dsa.org.au;
- feedback on our website at www.dsa.org.au; and
- contacting an advocacy service as outlined on our website www.dsa.org.au

We will respond to all feedback we receive in a timely manner and ensure that your confidence is respected. We will always inform you of the action we have taken to resolve any concerns that you have.

DSA will support you in raising complaints against other service providers or supports if you require. We will work with you to resolve any issues and will help with referrals to appropriate legal supports if required.

Should you raise any concerns about DSA to an external complaints advocacy service, we will work cooperatively and in a timely manner to resolve any issues.

6. Big Changes to your Support:

DSA understands that at times things change. Sometimes this may be just a one off type of change but sometimes this may be something that needs to change on a longer term arrangement. If you want to vary the support we give you then come and talk to us.

For changes that require a different type of service or major changes to what we currently do, then we will reissue you with a service plan that has your new changes documented.

Sometimes that may mean that we need to employ extra people or change the people we have to support you. If this happens then we will ask for your patience, we will always try to support you in the manner that you ask for but sometimes this may take some time to do.

7. Cancelling Supports:

DSA understands that sometimes things come up, or you are sick, and you cannot have support from us. We ask that you give us as much notice as you can if you need to change your service. DSA has commitments with our staff and if you are not able to have them support you, we need to find them someone else to work with.

We ask that you let us have 24 hours before you need to cancel if possible. For emergency situations you need to contact your Customer Relationship Manager as soon as you possibly can.

If you do not give us the notice about cancelling then we will charge you a cancellation fee in accordance with NDIA pricing and requirements, at the time. For emergency situations this may be different and will be discussed with you directly.

If DSA needs to cancel your service we will give you as much notice as possible. We will always try and find another time that is suitable for you to have your service made up.

DSA also reserves the right to cancel service if requirements of this agreement (e.g. safety concerns) are not met.

For customers employed by DSA in our employment worksites, you will need to contact your worksite as per your employment contract.

8. Payment / Funding of your Service:

DSA offers services to people through a number of different ways. Some people pay DSA directly for services they receive, some have a Plan Management Service or nominated Guardian who we charge for any services we deliver, some people are funded by the Department of Health and the majority of people we support have their funds managed by the National Disability Insurance Scheme (NDIS). In the instances where the NDIS pays for supports, DSA charges the NDIS directly, at whatever prices for those Services that are approved by NDIA from time to time.

In the instances where the Department of Health pays for supports, DSA charges in accordance with the agreed contract.

Upon completion and verification of the support DSA provides you, DSA will charge yourself, your plan manager or the NDIS for your service.

If you are paying directly for your services at DSA or your Plan Manager is responsible for the payment of your services, you will need to pay your account as outlined on the invoice we send you. If you do not pay your account on time we may not be able to continue supporting you.

DSA will charge you for services at prices that we have agreed with you to prior to the service commencing. DSA may claim up to 4 hours to document the process for agreed provision of services to enable a participant to engage in community, social or recreational activities. NDIS prices are set by the NDIA and are reviewed by the NDIA from time to time.

DSA will try and contain all the costs you incur into the agreed plans. If you want to participate in any activities that have costs associated with them, DSA will let you clearly know what the cost is

for any activity. You will be expected to pay for these activities directly, the only exception for this will be if DSA manages your money for you.

While receiving support as a customer of DSA, you have a responsibility to provide or pay for at your own cost all items required by you during your support e.g. food, drink, sunscreen other personal items. It is expected that you will pay for all associated costs not included for in your funded budget or covered by a companion card that you incur as part of your activity and the support you receive including any activity related costs incurred by DSA workers e.g. travel costs, entrance fees etc.

DSA will support you to obtain receipts for you for any costs that you incur.

9. Travel and Transport:

If you have funding that is covered by the NDIS then DSA will claim for travel and transport if applicable as detailed in the National Disability Insurance Agency (NDIA) Price Guide for New South Wales.

Any other transport costs will be discussed with you, including those not funded by NDIA.

10. Accommodation Support:

If you live somewhere that DSA supports you, you may need to sign an Occupancy Agreement.

11. Employment with DSA:

If you are employed by DSA you will need to have an Employment Contract and will need to have pre-employment screening before you are offered employment

12. Insurance and Damage to Property:

DSA will ensure that DSA, or anyone we engage to work with DSA has all required insurances in place to meet its legislative and regulatory requirements.

If you intentionally damage any of DSAs property, or the property of staff and other customers, you will be expected to pay for this.