

Welcome to Down Syndrome Queensland. This Client Information Sheet gives you information on who we are and what you can expect from accessing our services

Current at February 2021

About Us

Mission Statement

The Mission of Down Syndrome Queensland is to build community awareness and to support, advocate for and empower people with Down syndrome in order for them to take their rightful place as valuable and contributing members of their local and global communities.

How to contact us

Either approach your key contact directly, or the Down Syndrome Queensland office:

Call: 07 3356 6655, Monday to Friday, 8.30am-4.30pm

Write: Down Syndrome Queensland
PO Box 3223, Stafford DC, QLD 4053

Email: office@downsyndromeqld.org.au

Client Services Charter

Down Syndrome Queensland is committed to providing the best possible programs and services, this includes respecting your right to:

- have support so you can make informed decisions that are right for you, including taking calculated risks
- use suitable programs and services that suit your needs, age, lifestyle and cultural background
- be safe and free from harm when taking part in Down Syndrome Queensland activities
- receive a safe, quality and reliable service provided by suitably skilled people
- refuse to be involved in a program or service or say no at any time
- be kept informed on matters relating to you including your service rights
- treat your personal information as confidential and respect your privacy according to Australian law. If there are reasons why we might have to tell someone something about you, we will talk with you about this.
- ask questions, provide feedback or make a complaint.

We value your feedback

Down Syndrome Queensland takes all complaints and general feedback about our services and staff seriously. We care about your experience and opinion of the service provided. Feedback offered to us by clients, family members, carers, organisations and members of the community is used to inform our planning, enhance our organisational performance, service delivery and client satisfaction, and build positive relationships with all stakeholders.

Complaints

At Down Syndrome Queensland a complaint refers to any expression of dissatisfaction verbally or in writing about access to a service, service provided, or actions taken by Down Syndrome Queensland or its staff and/or volunteers. You have a right to have your complaints investigated fairly, in a timely way, confidentially and to be informed of the progress and the outcome of your complaint.

General feedback

Down Syndrome Queensland views any information, received verbally or in writing, about what we have done that has made a difference to you, and also what could be improved as general feedback. Feedback can be positive or negative and can be provided without lodging a formal complaint. All feedback is welcome, as the information you provide is used to improve our service delivery and the quality of service we provide. We may ask you to complete surveys on our services.

Ways to make complaints or provide feedback

Please contact Down Syndrome Queensland to make a complaint or provide feedback. We may ask you to complete a complaint form which we will provide upon request.

Request further information

If you would like us to send you a copy of our complaints and feedback policy, please contact Down Syndrome Queensland to request a copy.



Making a complaint outside of Down Syndrome Queensland

We encourage you to make your complaint directly with us, but if you feel you would like to take your complaint outside our organisation you can contact the following external parties.

Department of Communities, Disability Services and Seniors
Call: 1800 491 467 (free call)
Email: feedback@communities.qld.gov.au
Web: <https://www.complaints.services.qld.gov.au/>

Office of the Australian Information Commissioner
Call: 1300 363 992
https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=APC_ENQ
Web: www.oaic.gov.au

Queensland Human Rights Commission
Call: 1300 130 670
Email: enquiries@qhrc.qld.gov.au
Web: <https://www.qhrc.qld.gov.au/>

NDIS Quality and Safeguards Commission
Call: 1800 035 544 TTY 133 677
Web: www.ndiscommission.gov.au

Advocates can help you make a complaint
Email: disabilityadvocacy@dss.gov.au
Web: search "Disability advocacy"

Privacy

The Down Syndrome Queensland's privacy policy explains the how, what, when and why of the Personal and Sensitive Information (which includes Health Information), we collect, hold, use and disclose when you interact with our services. We need your permission to collect and share information. You do not have to give us permission.

We take your privacy seriously, and are committed to treating your Personal Information in accordance with the Privacy Act 1988 (Cth) and other relevant State and Territory laws that govern the use of Personal Information. A full copy of our Privacy Policy is available on our website at www.downsyndrome.org.au/privacy-policy/. If you have any questions or concerns, would like to correct your Personal Information, or you wish to make a complaint about a breach of the Act at any time, please get in touch. If you are not happy with the way we collect, use, hold, or disclose your information you may lodge a complaint.

Client Protection

Down Syndrome Queensland considers that any form of Abuse of children or people with a disability, inclusive of emotional, physical, sexual abuse or neglect as intolerable under any circumstances and that we have a legal, moral and Mission driven responsibility to protect children and people with a disability from harm and to ensure that any incidents of suspected abuse are promptly and appropriately managed.

Down Syndrome Queensland will always act to protect the clients in our care or using our services. Our staff have permission to be open, discuss risks, report concerns, and take action.

We have a range of mechanisms in place to ensure the safety of the people we support and these mechanisms are embedded in service delivery for existing staff and induction processes for new staff.

If you are concerned about anything you see, hear or feel in relation to keeping children or people with a disability safe, please talk to us. You can also access a copy of our Client Protection Policy by requesting it from our office.

Client Safety

Down Syndrome Queensland works hard to keep its clients and staff safe. We have a robust Risk Management process. If something goes wrong, we follow Incident Management procedures which include the investigation, remediation, feedback to the impacted person(s) and reporting (if applicable).

