



CLIENT CARE GUIDE



1300 131 884

astris-pme.com.au

Welcome to Astris PME!

We are a business dedicated to serving people with a disability. As providers of assistive technology equipment, our business has developed this guide with a focus on improving the lives of equipment users, their families, carers, and the therapists that support them - collectively referred to as our clients. We believe we have a responsibility to provide quality supports and services by adhering to a compliance framework that safeguards both clients and staff. This includes a commitment to continuous improvement, ensuring we have complaint and incident management arrangements in place, and a privacy policy in accordance with relevant laws and respects the privacy of people with a disability.

Continuous Improvement

Continuous improvement is an ongoing effort to improve services, products and processes to the highest standards. At Astris PME, we continually look for ways that we can build better products, provide better client service, and continue to provide the best service in the industry. We focus on continuous improvement by planning, implementing our action plans, checking to see how everything is working out and then making sure we act if changes are needed.



Feedback

Your feedback is important!



COMPLIMENTS AND COMPLAINTS

Our business has been BUILT on client feedback, so we welcome you to provide us with your thoughts. Your feedback is valued by us because it can help us improve, so that you will feel safer, happier and get more out of our services.

Feedback can be compliments, comments or complaints.

We love to hear compliments. That means we are getting it right. If you are happy, we are happy!

If you are not happy, tell us. We will always listen and reply to complaints as quickly as possible, and we will do our very best to change things if we can.

You can complain anonymously; however, if you don't provide your name, we can't reply to your complaint, but we will take your comments on board, and make changes where possible.

You can provide feedback by visiting the 'Contact' page on our website: <https://www.astris-pme.com.au/contact/contact> where you will find the feedback form.

Or enter this link in your browser:

<https://app.smartsheet.com/b/form/10c31967d0664690909c91411c3f5e4a>

Get help to complain

- from our staff members
- from your family or friends
- from an advocate
- from the NDIS Commission

Our contact details are on the back cover of this guide

Your safety is important!

KEEPING EVERYONE SAFE

NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe - that means you, our staff and other people in the community.

We consider accidents can happen and how to prevent them. This is called 'risk management'.

We consider the supports and services we provide, the places where those supports and services happen, about the people who work with you and other people around you.

We want everyone to be safe, and to feel safe.

If you feel unsafe, you can tell us. We promise to listen.

ABOUT INCIDENTS

For the purpose of this document, problems or accidents are referred to as 'incidents'.

Your safety is very important to us, so we are always looking at ways we can deliver our services to clients in a safe way.

But sometimes accidents happen. Sometimes people make mistakes and that is when an incident can arise.

This guide explains how we try to prevent incidents and what we do if one happens.

You can help prevent incidents happening too. Act safely. Treat other people with respect.

If you don't feel safe, tell someone about it.

HANDLING INCIDENTS

Our staff have been trained to handle incidents. If an incident involves someone being accidentally harmed, or if someone says they have been harmed; or if our staff treat NDIS participants' improperly, we are obliged to:

- tell the NDIS Commission about any incident
- investigate the incident
- discuss the incident with everyone who was involved
- do something so that the incident doesn't happen again



If you don't feel safe talking with our staff, then tell someone else. You can talk with your family and friends, an advocate or the NDIS Commission.

For more information, see page 9 for contact details.

COMPLAINING ABOUT INCIDENTS

Everyone has the right to be treated fairly. If you are involved in an incident, you have the right to know what went wrong and what is being done to make it right. If you don't get these answers, you have the right to complain. We will listen and we will always keep you informed.

If you are unhappy with our complaints process, you have the right to get the help from the NDIS Commission or consult an advocate. Remember, it's OK to complain! If we don't act safely, please tell us.

Our contact details are on the back cover of this guide

Privacy Policy Statement

Keeping your data safe

Astris PME appreciates the importance of protecting your personal information. Astris PME's Privacy Policy complies with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) ('Privacy Act'), and explains how your personal information will be managed when dealing with Astris PME.

When you engage Astris PME to provide you with any goods or services you agree to the use and disclosure of your personal information. This may include:

- Applying for or completing an application for commercial credit;
- information provided through communication with Astris PME by email, telephone, in writing; participation in Astris PME's promotional activities or use of any of Astris PME's other services including its website.

This policy is also relevant and applies to other individuals Astris PME deal with in connection with commercial credit Astris PME provide, such as guarantors and directors.

Astris PME will take reasonable steps to ensure that you are aware of:

- The likely use and purpose for collecting information;
- the right of access to the information;
- the right to maintain accurate records;
- security of personal data;
- the identity and contact details of our employee/representative collecting your personal information;
- any law requiring collection of the information; and
- the main consequences of failure to provide your personal information.

The purpose for collecting your personal information

The kinds of personal information Astris PME may collect from you will depend on what type of interaction you have with Astris PME. Personal information may include, among other things, your name, address and contact details. It may also include information provided by you including credit or debit account details, user ID's and passwords, and records of your communications with Astris PME.

Astris PME will generally collect and use your personal information for the primary purpose of:

- Astris PME's business operations;
- effectively providing you with Astris PME's goods and services;
- administering and responding to your enquiry or feedback about our products and/or services;
- conducting, improving and developing a business relationship with you;
- assessing and processing an application for, or administrative and management of, and commercial credit account with us
- where applicable, assessing and processing an application for commercial credit, and for administrative purposes in relation to the ongoing management of your commercial credit arrangement;
- communicating with you;
- where you have consented;
- in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights;
- for direct marketing by Astris PME (such as providing individuals with information about products, promotional notices and offers), but giving you the opportunity to opt out of such direct marketing; Astris PME includes its contact details in any direct marketing.

Access to your personal information

Astris PME acknowledges that you have a general right of access to information concerning you, and to have inaccurate information corrected. Astris PME collects sensitive information in the form of your health information. This is permitted by law in instances where such collection is for the purpose of providing a health service. Note: Astris PME does not use government identifiers (e.g., tax file numbers) to identify individuals.

Accurate and up-to-date information

Astris PME takes steps to ensure your personal information is accurate and up-to-date by updating its records whenever changes to the data come to our attention. Astris PME disregards information that seems likely to be inaccurate or out-of-date by reason of the time that has elapsed since it was collected or by reason of any other information in its possession.

Security of your personal information

Astris PME protects your personal information from misuse or loss by restricting access to the information in electronic format, and by appropriate physical and communications security. Any data destroyed is disposed of in a manner that protects the privacy of information in an appropriate manner. Astris PME does not disclose your personal information for any secondary purposes unless your consent has been given or as required by law. Nor will we sell or license any personal information that we collect from you.

Your personal information is only collected by lawful and fair means and where practicable, only from you or from a person acting or authorised to act on your behalf. Where you have applied for a commercial credit account with Astris PME, We may also make enquiries in respect of commercial credit with third parties with your consent. This could include persons nominated by you as trade references, credit reporting bodies ("CRBs") and your bankers.

Who should you contact for further information?

Please refer any queries or complaints about privacy issues to:

Client Feedback, Astris PME Pty Ltd., PO Box 1118, Young, NSW 2594

Phone: 1300 131 884 Email: admin@astris-pme.com.au

The Astris PME Privacy Policy may change from time to time.

For a full version of our Privacy Policy, visit our website:

www.astris-pme.com.au

Other Contact Details

ADVOCATES

An advocate is trained to speak for you. The service is free.

If you are not sure how to find an advocate, we can help.

The National Disability Advocacy Program can help you work with an advocate.

Email them at: disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group

Department of Social Services

GPO Box 9820

Canberra ACT 2601

Or search "disability advocate" online.

You can locate an advocate via this website:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

NDIS Commission



**NDIS Quality
and Safeguards
Commission**

You don't have to talk with us.

If you have a serious complaint, you can tell the NDIS Commission.

PHONE 1800 035 544

9am to 5pm local time (NSW and SA only), Monday to Friday.

TTY: 133 677.

Interpreters can be arranged.

web: www.ndiscommission.gov.au

Astris PME Contact Details

Postal Address:

Attn: Customer Feedback

Astris PME

PO Box 1118, Young NSW 2594

e: admin@astris-pme.com.au

w: www.astris-pme.com.au

NATIONAL PHONE: 1300 131 884

Office Locations

Sydney (Head Office)

- 30 Prime Drive, Seven Hills NSW 2147
- Phone 02 9135 6400

Sydney (South)

- 8 Montore Road, Minto, NSW 2566
- Phone 02 9135 6444

Young (also servicing Canberra and surrounding areas)

- 5 McVeigh Street, Young NSW 2594
- Phone 02 6380 1000

Melbourne (VIC)

- 9 Katherine Drive, Ravenhall VIC 3023
- Phone 03 9134 2100

Brisbane (QLD)

- 45 Navigator Pl, Hendra QLD 4011
- Phone 07 3556 7133

If you wish to call us, our business hours are 8.30am to 4.30pm Monday to Friday.

All phone lines and the national number 1300 131 884, will be operational during these times.

Keep this guide handy for future reference





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