

You recently referred a particular difficulty that you are experiencing to Solve Disability Solutions. This request will have been allocated a project number and a coordinator will contact you shortly.

There will be costs associated with our service, and Solve Disability Solutions will invoice you or your funding body to cover these costs. You will be informed of costs before work commences.

For clients who live in areas not currently covered by the NDIS, and clients living in NDIS regions who are ineligible for NDIS funding, expenses will include the cost of materials used in the construction of a device and the out of pocket expenses of volunteers engaged in the project e.g. mileage, workshop consumables, etc. There will be additional costs for eligible NDIS participants living in NDIS regions. For more information, please read the document *'Important information for people living in regions covered by the NDIS'* on our website at [www.solve.org.au/Services/How\\_Projects\\_Operate](http://www.solve.org.au/Services/How_Projects_Operate).

As Solve Disability Solutions operates an outreach service, project visits are generally made where equipment will be used. Solve Disability Solutions has an obligation to provide a safe working environment for all staff and volunteers. This includes providing a smoke free environment and restraining pets during visits. You may be phoned prior to the visit to undertake a quick off-site safety check.

Solve Disability Solutions values your privacy and conforms to the applicable Disability Service Standards and Privacy Legislation. In this capacity we collect information such as your name, address and date of birth. This pamphlet details how we value and protect your privacy and provides information on the Disability Service Standards.

If you have any enquiries, please do not hesitate to contact us on 9853 8655 or 1300 663 243.



Rosemary Nolan

Acting CEO – Solve Disability Solutions

## Victorian Disability Service Standards

The Victorian Disability Services Standards are the minimum operating requirements for government and funded non-government disability service providers in Victoria.

The standards are summarised as:

- **Empowerment:** People's rights are promoted and upheld.
- **Access and Engagement:** People's right to access transparent, equitable and integrated services is promoted and upheld.
- **Wellbeing:** People's right to wellbeing and safety is promoted and upheld.
- **Participation:** People's right to choice, decision making and to actively participate as a valued member of their chosen community is promoted and upheld.

As part of the introduction of these service standards all funded organisations will need to undergo an independent accreditation review once every three years. As part of the review process you may be contacted by the reviewers.

## Feedback and Complaints

We welcome your compliments, suggestions and complaints (feedback). They help us to improve our service by identifying when we are getting things right, or when we need to be better.

We are happy to receive feedback made on your behalf by another person, such as a family member or advocate. Please ring Solve Disability Solutions on 1300 663 243 or email [info@solve.org.au](mailto:info@solve.org.au)

You are also welcome to contact the Disability Services Commissioner to make a complaint on 1800 677 342 or 1300 728 187.

## Privacy Statement

Solve Disability Solutions values the privacy of every individual's personal information and health information. Solve Disability Solutions is committed to protecting the information it collects and uses by compliance with its obligations under the relevant Acts.

Protecting your privacy and your personal and health information is an important aspect of the way we create, organise and implement our activities.

We will only collect personal and health information that is necessary to perform these functions. We will only use personal and health information provided for the purposes for which it was collected.

We will ensure that your personal and health information will not be disclosed to other institutions and authorities except if required by law or other regulation.

When you provide us with personal and health information about other individuals, Solve Disability Solutions relies on you to make them aware that such information has been provided to us. Solve provides statistical information, but no identifiable health or personal information, to the Department of Health and Human Services.

We will take all reasonable steps to ensure that your information is accurate, complete and up to date whenever Solve Disability Solutions collects, discloses or uses it. Clients have the right to access and review information on them held by Solve Disability Solutions.

A full copy of our Privacy Policy can be downloaded from our website at [www.solve.org.au/Services/Privacy\\_&\\_Client\\_Rights](http://www.solve.org.au/Services/Privacy_&_Client_Rights) or contact us to have a copy emailed or mailed to you.

## Collection Statement

Solve Disability Solutions collects information about a client in order to provide services. In general, administration staff initially collects information. It is then passed onto the Project Coordinator and in turn to the Technical Volunteer who will be working on the project.

Information collected and why:

What information do we collect?	How do we collect it?	Why do we collect this information and how do we use it?
<ul style="list-style-type: none"> <li>• Personal</li> <li>• Contact</li> <li>• Health</li> <li>• Financial</li> <li>• Project details</li> </ul>	<ul style="list-style-type: none"> <li>• In person</li> <li>• Website</li> <li>• Phone</li> <li>• Fax</li> <li>• Email</li> <li>• Mail</li> <li>• 3<sup>rd</sup> party (eg. therapist, family member)</li> </ul>	<ul style="list-style-type: none"> <li>• To provide you with the best service possible. This will entail disclosing personal and sensitive information to the Solve volunteer/employee involved in the provision of the service you have requested.</li> <li>• To answer your questions about our service</li> <li>• To obtain feedback from you about our service</li> <li>• To promote or educate others about our service</li> <li>• As a technical reference for future Solve projects or service queries</li> <li>• To process your payments</li> <li>• To meet legislative or governmental regulations and reporting requirements</li> </ul>

Easy English versions of the information contained in this document can be found on our website at:

**[www.solve.org.au/services/how\\_projects\\_operate](http://www.solve.org.au/services/how_projects_operate)**