



Jewish House
People helping people

PRIVACY, CONFIDENTIALITY, YOUR RIGHTS AND RESPONSIBILITIES

A guide to working well together.



Call 02 9386 0770
Visit jewishhouse.org.au/ndis

What is Privacy and Confidentiality?

In Australia, laws protect clients' rights to have the information they share with doctors, and healthcare workers kept private. These laws mean that what you tell people during a healthcare appointment must remain private.

Personal information may be provided to government agencies, other organisations, or individuals only if:

- You have given consent
- It is required or authorised by law
- It will prevent or lessen a serious and imminent threat to somebody's life or health.

What if I have a Complaint, Feedback, Compliment or Concern?

We believe in working together to find a solution to most concerns. To discuss any aspects of your care, please contact our NDIS team on 02 9386 0770, or email ndis@jewishhouse.org.au

However, you may prefer to contact:

- Health Care Complaints Commission NSW, 1800 043 159 www.hccc.nsw.gov.au
- NDIS Quality and Safeguards Commission, 1800 035 544 www.ndiscommission.gov.au

What are my Rights?

As a client, you have the right to:

- Be treated in a respectful, professional, courteous, and caring manner.
- Have access to culturally safe services with translation and interpreter supports if required.
- Be provided services in a safe environment.
- Expect personal privacy will be respected and your confidentiality protected.
- Expect adequate information, so you can make the best and most informed choices regarding your or your child's healthcare.
- Consent to or refuse to participate in educational or research programs (including treatment by students), and consent to or refuse any treatment.
- Have our clinicians discuss all aspects of treatment and offer alternatives.
- Decide who will be present at a consultation, e.g., parent or carer, advocate, interpreter, student etc.
- Receive prompt service, e.g., if a session's time needs to be changed.
- Request a different service provider.
- Participate in decision-making.
- Make a complaint about the service or treatment received and expect it will be investigated.

To find out more, email ndis@jewishhouse.org.au,
or call 02 9386 0770 to speak with our NDIS supports team directly.

What are my Responsibilities?

As a client, you have the responsibility to:

- Attend all appointments or provide at least 48 hours cancellation notice.
- Maintain confidentiality regarding information about other participants in groups or programs by us.
- Ask for clarification about the information or treatment provided.
- Provide accurate information in order to receive the best care.
- Ensure timely payment if participating in a program with a fee attached.
- Treat our Jewish House team in a respectful manner, free of abuse, aggression, or threats.

Jewish House has a zero tolerance for violence policy. Failure to adhere to your client responsibilities may result in us ceasing service provision.





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**If you are in a crisis, please call our
24/7 Crisis Line: 1300 544 357**

**Or if a life is in danger,
dial Triple Zero (000) immediately.**

Alternatively, you can use the following support options:

Mental Health Line NSW: 1800 011 511

Lifeline: 13 11 14

Suicide Call Back Service: 1300 659 467

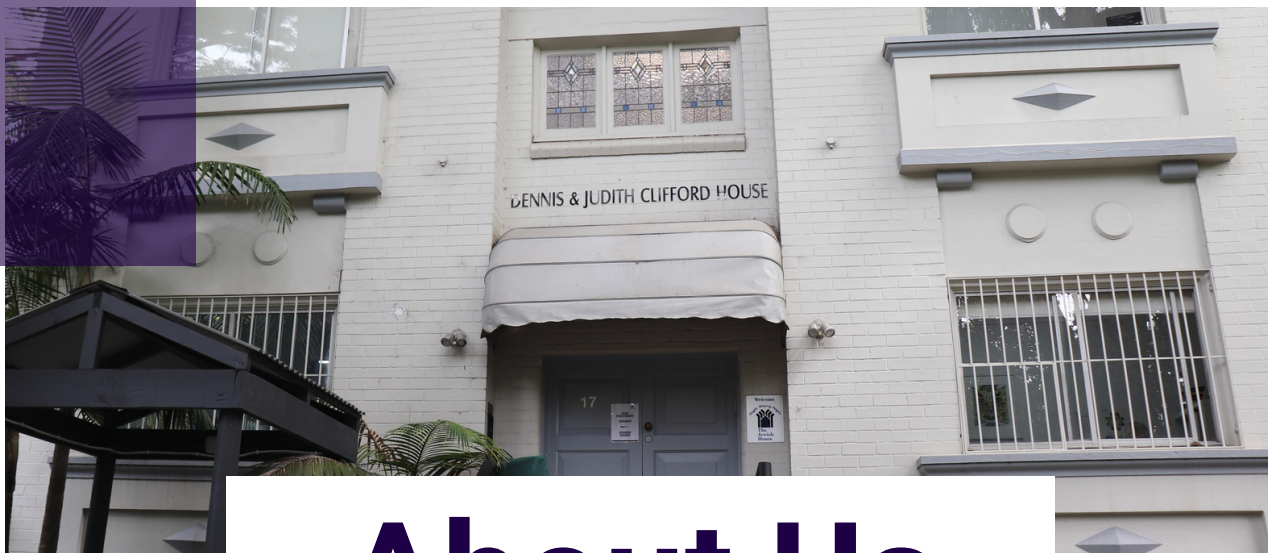
Kids Helpline: 1800 55 1800

Beyond Blue: 1300 224 636

MensLine Australia: 1300 789 978

1800RESPECT: 1800 737 732

To find out more, visit us today at
jewishhouse.org.au/ndis or call
02 9386 0770 to speak with our NDIS supports team.



About Us

Jewish House is a not-for-profit, registered charity providing care to people from all communities irrespective of religion or background.

We believe in the Jewish philosophy of compassion, dignity, and respect for all who walk through our doors, delivering services from our support office in the Sydney suburb of Bondi.

Founded almost 40 years ago, our highly skilled team will work tirelessly to help you with practical and emotional NDIS supports services so you can build a meaningful, independent life.

