



**Support
Foundation**
Quality Support by your reach

Newsletter

Jan 2024

**Consent for
taking &
sharing
pictures**

NDIS STORY HEADLINE

Privacy

NDIA privacy policy is to respect and protect the privacy of all people connected with the NDIA, including participants, providers, employees, contractors and community partners. This Privacy Policy tells you the kinds of personal information we, and others for us, collect and hold, how and why we collect and hold that information and how we use it.

We collect, hold, use and disclose personal information for the purpose of providing services, including implementing the NDIS, conducting our operations, communicating with participants and health service providers, conducting research and evaluation on the NDIS, and complying with our legal obligations. If we need to disclose personal information outside the NDIA, we will de-identify the information prior to disclosure, wherever it is practicable to do so. We will not normally disclose a person's personal information to anyone outside the NDIA except where we refer participants to external providers of in-kind supports under an approved NDIS plan; where that person consents; or where the disclosure is authorized or required under law. In such circumstances, we will use an NDIA email address to disclose any personal information if it is sent by email.

Ref: <https://www.ndis.gov.au/about-us/policies/privacy>

SUPPORT FOUNDATION STORY HEADLINE

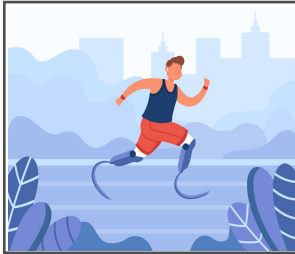
Verbal Consent: Mandatory verbal consent to take and share pictures of SF participants

SF team will always ask for verbal consent to take picture so that we can share those pictures of our participants in our social media and website to increase our outreach.

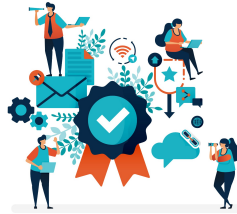
Recommendation's we will follow:

- Although not legally required, it's always good practice to ask for consent before taking someone's picture, especially in private spaces or if you're unsure about the situation.
- We will be respectful of people's privacy and will avoid taking pictures that could be embarrassing or harmful.
- If someone objects to being photographed, we respect their wishes and refrain from taking their picture.

WE REPRESENT



Quick





















Quality



Quantity

OUR SERVICES

Domestic Assistance 	House Cleaning 
 Handyman	Personal Care / Nursing Care 
Gardening 	Social and Community Participation 
 Group Activity	Respite Care / STA 
Medium Term Accommodation 	Supported Independent Living 
 Innovative Community Participation	Allied Health Support 
Support Coordination 	Companionship 
 Specialist Support Coordination	Plan Management 
Day Outings / Excursions 	Medical Appointments 

IMPORTANT INFORMATION

- You can contact NDIS on 1800 800 110 or email to enquiries@ndis.gov.au anytime to find more about your NDIS plan
- **CONFLICT OF INTEREST / CHOICE AND CONTROL:**
 - We at Support Foundation may provide more than one support to NDIS participants under the same plan. There might exist a conflict of interest. We promote choice and control among our clients with conflict of interest and continuation of support. You can visit our website or contact us on 02 8386 1433 or visit NDIS website to get more options about the support and service providers you can choose to deliver similar services you are receiving from us. Some of the providers who deliver similar services you are receiving from Support Foundation are ***Care Mode, Mymobileplanmanager, Adaptive choice, Rulan Psychologist, Anala, Concentricrehab, LYFIT*** and many more. You can choose any of these provider to deliver the support you are receiving from SF.
- If you want to cancel or change the services you are receiving from us, you can call us and cancel the services in writing at any time. Services can be cancelled with less than 24 hours' notice.
- You can find copy of your service agreement by contacting us on 02 8386 1433 or alternatively find all relevant information in our participant welcome pack by logging in: <https://www.supportfoundation.com.au/participantwelcome/> (Password: sf1234)
- It is your obligation to keep a signed service agreement from all external service providers and if you need any assistance or information, do not hesitate to contact your LAC, support coordinator or us.
- As a plan manager for your NDIS plan, once you approve a provider, we might claim the invoices generated by them regularly and pay them without further notifying you. If you want to withdraw consent for any provider, please contact us immediately.
- If you have approved a provider in the past and are not satisfied with the invoices they are generating currently, you can contact us to hold the invoices and request to review those invoices.
- If you need assistance from a disability advocate, you can refer to our service agreement/website or ndis.gov.au or dss.gov.au
- **Corporate Social Responsibility (CSR):**

SF team believes that all persons in our society are entitled to their basic human needs, most importantly healthcare, healthy food, clean & safe accommodation, and proper clothing. Support Foundation is committed on doing everything within its capacity to support the most vulnerable people (our clients) in society to access those basic human rights through our CSR commitments. Contact us if you are suffering to access your basic human needs and we might fund them from our CSR funds.
- **FEEDBACK AND COMPLAINTS:**
 - We believe our staff are the best people to assist you. If you have any feedback about our support or any other aspect of service delivery, we encourage you to contact us.
 - You can provide complaint or feedback by sending an email to manager@supportfoundation.com.au or call us on 02 8386 1433 or provide your feedback or complaints by going to <https://www.supportfoundation.com.au/feedback-complain/>
 - You can contact NDIS commission on 1800 035 544 or email contactcentre@ndiscommission.gov.au Alternatively, you can find advocate for you at www.dss.gov.au or email disabilityadvocacy@dss.gov.au.