



STATEMENT OF PARTICIPANT RIGHTS

Introduction

This statement sets out the rights of clients of SANDBAG Inc. and SANDBAG's commitment to support those rights, including making available to participants an effective complaints procedure. It also sets out your responsibilities and how you can give us feedback on any aspect of our service.

Our Commitment to You

You have a right to expect quality service delivery and the opportunity to provide feedback, whether it is complimentary or constructive criticism.

You may also on occasion need to make a complaint, which will be managed in a timely and effective manner.

About Us

The Sandgate and Bracken Ridge Action Group Inc., known as SANDBAG, is an independent, not for profit, community based and managed organisation, which works to assist and connect people with opportunities and supports within the North Brisbane Area. With physical locations at Sandgate and Bracken Ridge the organisation responds to the needs of local communities by offering a range of supports, resources, services and business activities within an open and inclusive environment

SANDBAG has a vision for diverse and resilient communities where people connect, share and grow; and to reduce isolation and improve wellbeing of people, families and communities by creating opportunities for participation and support.

Participant Rights

- You can expect to be listened to and treated with respect.
- You can expect to be treated fairly and without discrimination.
- You can expect to access well-coordinated and flexible support based on your individual needs.
- You can expect to be supported in ways which respect your individual identity, including, but not limited to your gender, sexuality, culture, age and religious beliefs.
- You can expect to be informed and consulted and to participate in decisions that affect you.
- You have the right to a safe and healthy environment within the service and our facilities.

- You can expect that information about you will not be provided to anyone outside SANDBAG without your permission (for more information see SANDBAG's Privacy and Confidentiality Policy).
- You have the right to raise issues of concern and have them handled in a confidential, timely and respectful manner.
- You can involve a support person or advocate of your choice in ensuring your needs and concerns are presented, at any time.
- If SANDBAG becomes aware of any illegal activity, including harm, abuse and neglect in any form being perpetrated by a person or agency against a vulnerable client, SANDBAG will immediately report this activity to the relevant agency, such as the police service or the NDIS Commission and as per our Participant Protection policy and procedures.

How you can help us

- Please provide us with complete and accurate information about yourself and your situation.
- Tell us if things change or you cannot keep an appointment or commitment.
- Act respectfully and safely towards other people using our service, and towards staff and volunteers.
- Provide us with feedback about our service and how we can work better.

How you can provide feedback

SANDBAG welcomes your suggestions, compliments or complaints as opportunities to continuously review and improve the quality of our services. All feedback will be considered and used as part of our continuous improvement activities. You can give us feedback by:

- Completing a feedback form available at our Sandgate and Bracken Ridge locations, or via our website at www.sandbag.org.au/feedback
- Contact our Reception on (07) 3869 3244 or email admin@sandbag.org.au
- Ask to speak with a senior staff member
- Participate in our bi-annual feedback drives

How we manage complaints

If you are unhappy with the conduct or a decision of a SANDBAG staff member you have the right to discuss this with the relevant staff members and /or their manager. If the issue is not resolved, you have the right to discuss the matter with the respective Manager/ Program Coordinator and to make a formal complaint if warranted. We will acknowledge your complaint and respond initially within 7 working days. A complaint can be raised by a client or stakeholder at any time without fear of retribution or negative consequence and as per SANDBAG's Complaints policy.

If you are not satisfied with our resolution of your complaint, you may contact an independent body such as the Qld Ombudsman by calling 1800 068 052. If the complaint is more appropriate for referral to an external agency such as the Police service (13 44 44) or the Office of the Public Guardian (OPG), on 1300 653 187 or publicguardian@publicguardian.qld.gov.au, or the NDIS on 1800 800 110, a referral will be made by SANDBAG within the first seven working days of the initial complaint. The complainant will be informed by SANDBAG about further external complaint processes, details of external parties are also available on the Feedback, Compliments and Complaints brochure, via our website or reception.

For further information regarding SANDBAG policies you can access www.sandbag.org.au or contact reception on (07) 3869 3244 and copies can be sent to you.