A local team, Australia-wide

With staff in urban and country Queensland, Victoria, and New South Wales, we are proud to provide services across the whole of Australia.



go far, together

We are ALL:

INTO recovery

INTO support

INTO working together.

Our purpose

To partner with our clients to navigate complex human and social services systems, coordinating support that best meets their needs.

Our values

- **Integrity**
- **Respect**
- **Connect**
- **Empower**

PART OF vertaview group

Allinto
go far, together

1300 245 516
info@allinto.org.au

allinto.org.au

A registered NDIS Support Coordination agency

We ndis

MAC-556 ALL

Your rights and responsibilities

For Allinto service users



allinto.org.au

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Your rights

You have the right to:

1. Be treated with dignity and respect
2. Have your privacy and confidentiality respected
3. Be treated fairly and without discrimination
4. Be free from abuse, neglect or exploitation
5. Understand what personal information Allinto retains about you, why we need to retain it and how the information is used and shared
6. Receive the service that we have agreed to provide
7. Receive a service that is culturally appropriate
8. Receive a service which is provided in a safe manner, promotes independence and is responsive to your individual needs
9. Be involved in decisions regarding service provided to you
10. Receive a service that reflects the vision and values of our organisation
11. Receive a service that encourages you, your family or carer and people close to you to have a say and allows you to appoint an advocate to speak on your behalf
12. Refuse service and understand this will not prejudice future access to our services
13. Ask questions, provide feedback or make a complaint
14. Have any complaints made by you dealt with fairly and responded to in a prompt and confidential manner without fear of retribution.

Your responsibilities

1. Act in a way that treats other people with dignity and respect
2. Provide Allinto with current and accurate information that will enable meaningful support
3. Advise us about any changes in your life that may affect your supports
4. Respect the privacy, confidentiality, rights, property and needs of others
5. Tell us if you need to change or cancel an appointment as soon as you possibly can
6. Provide a safe and smoke free work environment for staff who may visit you
7. Nominate a support person to assist you in communicating with us, if you need one
8. Follow the Allinto complaints process if you are unhappy with the services you receive.

What you can expect from us

Allinto will:

1. Advise you about your rights and responsibilities
2. Provide agreed services for you
3. Make sure you understand what fees, if any, you will be charged for the services we provide
4. Arrange for an interpreter or other language services, if you need them
5. Support you to access a culturally appropriate service, if we are unable to provide for your specific needs
6. Ensure our offices are safe, welcoming and accessible
7. Provide you with information on the services available to you, including information about other services
8. Tell you if you are not eligible for a service, or if there is a waiting list
9. Tell you, as soon as possible, if we need to change or cancel an appointment
10. Honour our arrangements with you, such as calling you back when we say we will
11. Keep your personal information private and only use it as agreed with you, when you provide consent
12. Provide you with opportunities to be involved in decisions relating to your support
13. Take immediate action if we suspect or know that you are being abused, exploited, mistreated or neglected
14. Respond promptly to any complaint you make and provide you with feedback on the process and outcome of your complaint
15. Provide a copy of our Privacy Statement to you and ensure this information is publicly.

