

Facilitate Occupational Therapy Services



Protection from Neglect & Abuse

Facilitate Occupational Therapy Services are committed to safeguarding client well-being, and all staff receive training regarding:

- ✓ Types of neglect & abuse
- ✓ Identifying neglect & abuse
- ✓ Processes to assist victims of neglect & abuse
- ✓ Accessing resources and organisations to support victims of neglect & abuse
 - ✓ Mandatory reporting requirements
- ✓ How to report to appropriate authorities or Government Bodies, including Police, NDIS Quality & Safeguards Commission, My Aged Care Complaints, Health Care Complaints

Please refer to the additional information, including an Emergency Contact Services handout, contained in your Welcome Pack, or available to download from our Website.

Advocacy

Independent Advocates work to assist another person to work through complex issues.

A person with a disability or complex medical condition may require support to resolve complex issues, assist them to communicate with Government or other organisations, manage their financial affairs, or access housing or education.

An independent Advocate can ensure that a person with a disability or medical condition is receiving appropriate care and assistance, in line with their Human Rights.

Independent Advocates may be funded by the Government, and may be able to provide services free-of-charge.

If you feel you require the assistance of an Independent Advocate, you can visit <http://disabilityadvocacyfinder.dss.gov.au> to find an advocate in your area.

Please discuss any concerns with your Occupational Therapist

FACILITATE OCCUPATIONAL THERAPY SERVICES

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Providing expert Occupational Therapy services across the Illawarra and Shoalhaven