

As an NDIS provider, Beyond the Box are a family business supporting NDIS participants with access to Assistive Technology throughout Australia.

Our Role in the NDIS

Beyond the Box are a specialised technology products supplier and are able to provide Assistive Technology (AT) devices and supports as a Registered NDIS Provider. We generally collaborate with plan managers, support co-ordinators and clinicians to recommend and supply the most appropriate AT devices and supports for a participant, but can also work directly with participants and their representatives where their plans are self managed.

Your Privacy

We understand that your personal information is important to you, and we want to assure you that we take your privacy seriously. There are laws in place that govern how we collect, store, and share your information, and we follow these laws to ensure that your information is kept safe and only used for the right reasons.

Before we collect any information about you, we need your permission. This includes asking for your permission to share your information with others. You have the right to refuse to give permission if you choose.

We take great care to protect your information and only show it to the right people. The people who work with you may need to see your information to provide better services, but we will only share your information with others if you give us permission, if we are concerned about your safety, or if the law requires us to share it.

You can find out more details about how we collect, store and share your personal information by visiting our Privacy Policy online at:

<https://www.beyondthebox.com.au/privacy>

Your Rights

You have the right to be treated with respect and dignity, to be treated fairly and honestly, and to have your personal information protected. It's also important that the services you receive are of good quality and suited to your needs, age, lifestyle, and cultural background.

You have the right to participate in the services you receive, including having a safe and comfortable place to use the service, making choices and decisions, having access to information, and having an advocate or support person if needed. You also have the right to get help accessing services in the community.

If you have any concerns or complaints about our services, you have the right to speak out and have your concerns addressed. You should receive a reply as quickly as possible, and if you are still not happy, you have the right to complain again or talk with the NDIS Commission.

Your Feedback

We appreciate you providing feedback on the services and advice you receive. Your feedback is important to us as it helps us to improve our services.

If you have any compliments, comments or complaints, please don't hesitate to share them with us. We appreciate compliments as they let us know that we are doing things right. However, if you are not happy with our services, we encourage you to tell us. It's okay to complain, and we won't be angry.

We will always listen to your complaints and respond as quickly as possible. You can complain anonymously if you prefer, but if you don't leave your name, we won't be able to reply to your complaint. Nevertheless, we will still try to make things better.

Thank you for taking the time to provide feedback, and please let us know if you have any further questions or concerns.

About Incidents

We take safety very seriously, and we work hard to ensure that everyone involved in our services is safe. This includes you, our workers, and other people in the community.

Our goal is for everyone to be safe and feel safe. If you ever feel unsafe, please don't hesitate to tell us. We promise to listen and take your concerns seriously.

We take incidents and accidents very seriously, and we have procedures in place to follow NDIS rules if something goes wrong. Our staff know what to do in these situations, and we take the following steps:

- We must tell the NDIS Commission about the incident.
- We must investigate the incident to determine what happened and why.
- We must take steps to prevent the incident from happening again in the future.
- We must talk to the person who was hurt and discuss what happened.

These rules apply if someone gets hurt, if someone says they have been hurt, or if staff treat NDIS participants badly.

How to provide feedback or make a complaint

Write to us:

54 Napier Street
Essendon Vic 3040

Phone Us:

(03) 9372 8899 (option 4 for NDIS team)

Email Us:

ndis@beyondthebox.com.au

If you aren't satisfied with the outcome of your complaint, or if you don't feel comfortable contacting us, you can contact the NDIS Commission:

NDIS Commission:

1800 035 544

TTY: 133 677 (interpreters can be arranged)

<https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

Advocates can also help you complain:

The National Disability Advocacy Program (NDAP) provides people with disability with access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation. You can contact them at: disabilityadvocacy@dss.gov.au

Learn more

You can learn more about how Beyond the Box supports the NDIS by visiting our website:

<https://www.beyondthebox.com.au/solutions/ndis>



Traverse IT Pty. Ltd. (trading as Beyond the Box)
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