

## Consent Factsheet

This factsheet describes the types of consent that a participant will be asked when accessing and receiving services from Reliant Healthcare. The consent will be documented in your health care record. Please do not hesitate to ask questions if you do not understand the information required or if you would like to have further information regarding your rights and responsibilities.

### **Consent to partake in Initial Assessment:**

Consent is obtained, by the staff member taking the referral, for the participant (person responsible) to participate in the Initial Assessment and subsequent ongoing assessments when applicable.

### **Consent to participate in NDIS Authorised Audit:**

Participants (person responsible) will allow NDIS auditors to have access to files and be available for interview. Reliant Healthcare will ensure that participants are aware of when Audits will be conducted (as able) and will allow for an Opt Out option to be available. The choice to participate in an Audit is purely voluntary.

### **Consent to seek and disclose information to others:**

At the time of obtaining the service agreement the participant will consider the consents contained therein. The following consents are outlined:

- 1. TTP charge:** TTP (Temporary Transformation Payment) charge is a special pricing arrangement provided by the NDIS to assist providers to provide high quality support. Providers must adhere to the following conditions:
  - Be a Registered NDIS provider and undergo scheduled NDIS approved Audits
  - Publish their service prices
  - Keep their contact details up-to-date on the Provider Finder
  - Complete an Agency-approved benchmarking survey each year
  
- 2. Reliant Healthcare to act in an emergency situation:** If there is an emergency situation and the participant (person responsible) is unable to give consent, Reliant Healthcare will ensure that immediate treatment, when necessary to save the participant's life or prevent serious injury to their health, is sought.
  
- 3. Releasing information to other clinical professionals:** Information can be released to other medical or allied health professionals to ensure quality service provision, manage risks and release health information.
  
- 4. Personal Information:** Information will be collected including relevant personal, sensitive and health information. Processes are in place to respect and protect the personal privacy and dignity of each participant. More information can be found on our Privacy Policy.  
<https://relianthealthcare.com.au/privacy/>

- 5. Marketing/Promotional:** I understand that Reliant Healthcare or an authorised representative may take photographs, videos, or obtain voice content using cameras, mobile phones or other devices for the purposes of advertising, marketing and/or promotional material on brochures, websites or social media platforms to promote products and/or services or share these images with participant stakeholders with consent. I understand that I have the right to decline participating in such activity.
- 6. Withdrawal of consent:** Consent may be withdrawn at any time by verbal or written notification.