

Participant Handbook

MYQRMED Pty Ltd.

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Welcome to MYQRMED Pty Ltd.

This handbook explains the disability supports we provide and how they may assist you in achieving your goals to meet your support needs.

Our Story

MyQRMed was founded by a Registered Paramedic who realised the difficulties people face when it comes to remembering their medical information. This critical information can be essential in clinical decision making and without it can lead to negative impacts on ones healthcare, especially during an emergency. MyQRMed was designed to help break these barriers and assist people in effectively communicating information about their health during important times of need.

About Us

Contact details	
Website	www.myqrmed.com.au
Phone	0459 418 008
Email	support@myqrmed.com.au
Director	Harrison Lopez

Our Supports

MYQRMED offers Disability Supports (under NDIS) including:

- Assistive Prod Personal Care Safety (0103)
- Communications & Info Equipment (0124)

About Our Product Supports

We offer a range of innovative medical ID products including bracelets, necklaces, keyrings, and cards. Our products allow you to store and manage information about your health using our web/mobile application. Each product is engraved with a unique QR code for you to link to your account. When the QR code on your ID is scanned by a smart phone, your medical profile will appear on the device's browser. You can update information on your profile can any time and it can only be accessed by those you share your products QR code with.

Your profile will expire on the device's browser after 20 minutes before the QR code is required to be scanned again. Your profile URL will be encrypted to reduce the potential of sharing.

Our products are Low Risk Assistive Technology.

Low risk AT products are:

- unlikely to cause harm in day-to-day life
- can be purchased in our online retail store
- easy to set up and safely use without professional advice.

Our Mission

At MYQRMED we want to be the best company to deal with and work for in our industry.
We want to empower every individual that we serve.

Our Values

- 1) Work hard
- 2) Trust
- 3) Team work
- 4) Treat everyone equally
- 5) Always strive to provide you with the best product services we offer

Access and Entry Requirements

To be eligible for the NDIS, you must:

- have a permanent and significant disability or a developmental delay
- be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa
- be under 65 years of age
- require support from a person or equipment to do everyday activities.

To be eligible for our NDIS services, you must:

- meet the NDIS eligibility criteria
- have an NDIS plan that identifies the services provided
- have an NDIS support plan that requires services that are included in our registration groups
- have funds available in your plan to pay for our services.

Data Security/Storing Participant Records

Your data with MYQRMED is password protected and stored on a secure server along with appropriate security protocols to keep your information safe. We regularly backup data to ensure record protection in case of a system crash or hard drive failure. Participant files are kept for seven years, as required by legislation.

NDIS Code of Conduct

MYQRMED employees follow the NDIS Code of Conduct by:

- acting with respect for individual rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
- respecting your privacy
- providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
- promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you

Privacy Statement

MYQRMED complies with all relevant privacy legislation and has systems for the collection, use, disclosure, quality, security, accuracy and correction of personal information relating to you, as our participant.

We comply with the *Privacy Act 1988* and your privacy and dignity will always be maintained. If you would like more information about this, you should read our Privacy Policy on our website.

Incident Management

MYQRMED has established procedures that identify, manage and resolve incidents which include:

- staff member members will report all incidents to the Director
- completion of an incident report that identifies and records an incident
- the Director is responsible for reporting incidents that are ‘reportable incidents’ to the NDIS Commissioner and other required agencies
- compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you are affected by the incident
- review of the incident by the Director, if you or others were affected
- collaborating with you, your family and/or advocate, to manage and resolve the incident
- reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.

Complaints and Feedback

Your feedback allows us to provide you with high-quality services; we actively seek your input. Feedback can be provided anonymously or through written or online surveys, or conversations with you. We would like your feedback on:

- quality of products
- consistency of product services provided
- customer service performance
- supports that work for you
- changes you want made to assist you
- what you like and dislike about our product services.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. No matter what the situation, a staff member will not react badly to your complaint; you should feel safe knowing that they will not retaliate or hurt you in any way.

You can make a complaint regarding our services or a staff member provided to work with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- an advocate
- a family member
- a close friend
- your care worker
- a person you know and trust.

Once a complaint has been received, MYQRMED's Director will investigate the complaint and find a resolution. The Director will write a letter to confirm that your complaint has been received. This letter will provide you with the date MYQRMED expects to have the complaint resolved by.

The complaint will then be investigated and a plan to resolve it created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution, or that you are unhappy with the outcome and feel the matter is not resolved.

If you are not happy with the solution proposed by MYQRMED regarding your complaint, you can speak to other organisations, such as:

NDIS Complaints

Telephone: 1800 035 544

Emergencies: 000

Email: feedback@ndis.gov.au or

Website: [NDIS Online Complaint Form](#)

MYQRMED Complaints

Ph: 0459 418 008

Website: <https://www.myqrmed.com/>

Complaints form: <https://www.myqrmed.com/feedback>

Email: support@myqrmed.com.au

Legislation and Standards

MYQRMED operates in compliance with all current legislation and standards. The primary legislation and standards that cover your product services include the:

- National Disability Insurance Scheme Act 2013
- Disability Act and Regulation
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2018.

Continuous Improvement

We aim to provide you with a high-quality service that meets your expectations and needs. To do this, we ask you to let us know how we can maintain and improve the services we provide to you. You can do this by providing feedback or making a complaint.

Our collaborative and person-centred approach means that MYQRMED respond to your information positively to improve the services we provide.

