

Alternatively, you can contact the Disability Advocacy and Complaints Service of SA Inc (DACSSA) on 8234 5699, TTY 8234 2229, Fax 8234 6044. A complete list can be obtained from the Guide Dogs website or upon request.

Consumer Responsibilities

Please respect the rights of others who may be receiving similar types of service and show courtesy to our staff. When our staff visit, you must provide a safe and comfortable working environment. Please respect the decisions made by us when negotiated and agreed by yourself or your advocate.

Involvement

Your program of services will be more successful if you are completely involved in its development and implementation. If you wish to modify your aims/goals, you should discuss it with the staff member you are working with.

Commitment

We expect you to keep your appointments and undertake all the activities agreed to in your program of services. Please advise the staff member you are working with if you are unable to attend appointments, have difficulty with agreed tasks, or experience any health problems that affect your program. You must provide accurate information relating to your health and circumstances.



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South Australia Head Office

251 Morphett Street, Adelaide SA 5000
Tel (08) 8203 8333
Fax (08) 8203 8332
TTY (08) 8203 8391
Toll Free 1800 GUIDE DOGS (1800 484 333)

Northern Territory

Darwin

4/5 Keith Lane
Fannie Bay NT 0820
Tel (08) 8981 5488
Fax (08) 8981 0820

clients@guidedogs.org.au
guidedogs.org.au

Guide Dogs Association of SA and NT Inc
ABN 91 183 168 093



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Client rights & responsibilities

Your Rights

They include the right to receive a quality service delivered in a safe manner. We respect you as an individual and at all times will treat you with dignity, fairness and in a non-discriminatory manner. Your decisions and their impact will always be respected.

Withdrawal

You may replan or withdraw from your program/support plan at any time. This won't jeopardise any future service you may require or wish to pursue.

Interpreter

If you need an interpreter of spoken or sign language (Auslan), one can be arranged at any stage of our involvement with you, at no cost to you.

Quality Services

You will be involved in the discussions and content of your agreed support plan/program. You will be respected for the choices you make and how you wish to live. Your cultural, religious and traditional beliefs will be respected. A written copy of your program will be provided in your preferred format upon request. Please note: services are provided based on individual need and availability of resources.

Payment

Services are provided at no cost to you. We may re-claim costs for compensation cases or from a Government Department if appropriate. If we do, you will be kept informed. A successful or unsuccessful claim will not affect your services.

Friend or Advocate

Advocacy is the pursuit of influencing outcomes and an advocate is a person who speaks in support of something or someone. They will only pursue issues of concern agreed by the other person. An advocate can be a relative, friend or someone from an advocacy group. We welcome them to be present at any time. We respect and support you in using an advocate of your choice and will assist you in locating and engaging an advocate. We will remind you about your right to use an advocate at least annually during the service review. You can obtain a list of advocacy service providers from our website or ask the staff member you are working with for one.

Feedback

We encourage all feedback, negative or positive. We see this as an opportunity to continue to provide a quality service. Client Services staff will provide you with a Client Feedback Form at the initial assessment, the annual review and at the end of our involvement with you. The form can be downloaded from our website and we can provide this in your required format.

Complaints

We strongly believe that each client and their advocate has the right to make a complaint or express concerns if they are unhappy with the services.

In the first instance, you can talk to the staff member you are working with or their manager. Alternatively, you can direct all complaints to the Client Complaints Officer, Ms. Wendy Scullen on (08) 8203 8333, TTY 8203 8391. Your details will be kept confidential, known only to those who are required to be involved in the resolution. You are

assured that raising a concern or a complaint will not result in you being disadvantaged in any way from our services and staff, or in accessing the services you need.

Outcomes will be communicated to you and all other parties affected in a caring and timely manner. Your complaints will be acknowledged in three business days of receipt and a response completed in five business days. You will be updated every ten business days on the status of your complaint.

You can choose to make a formal complaint or an informal complaint. To make a formal complaint, you must complete a Complaint Form. Please let us know if you require assistance to do this. The matter will be thoroughly investigated and reviewed by the CEO. If you choose to make an informal complaint, the matter will be addressed at a team level. Please speak to the staff member or their team leader. All complaints will be documented with the aim of continuing to improve our services.

If you are not happy with the outcome of the complaint, you can address your concerns to a variety of other organisations and we are happy to help you connect with another appropriate agency. For example, The Health and Community Services Complaints Commissioner (HCSCC). HCSCC is an independent organisation that helps people – service users, carers and service providers – resolve complaints about health and community services, when a direct approach to the service provider is either unreasonable, or has not succeeded. They can be contacted by phone 8226 8666, Toll free 1800 232 007, TTY 133 677 or fax 8226 8666.