

# Your Rights and Responsibilities

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**Guide Dogs**

SA.NT your eyes and ears



Guide Dogs SA.NT is a premium service provider in the disability sector.

We use our expertise with dogs and in sensory service provision to enhance the quality of life of individuals living with a disability and their families.

**Guide Dog Services**

**Vision Services**

**Sensory Services**

**Hearing Services**



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Government  
of South Australia

## Your Rights

These include the right to receive a quality service which is delivered in a safe manner. Guide Dogs SA.NT respects you as an individual and at all times will treat you with dignity, fairness and in a non-discriminatory manner. Your decision and the impact of your decisions will always be respected.

## Information

We encourage you to ask any questions if you are unsure of what is happening, or if you would like more information about anything concerning your service.

Your preferred communication method is respected and can be provided free of charge. This includes the language you sign or speak other than English or if you need an interpreter, one can be arranged. Cultural, religious and traditional beliefs will be acknowledged and respected.

# Quality Services

Our services are provided on the basis of individual need and the availability of resources.

You will be:

- Fully involved in any discussions and content of your agreed service
- Respected for the choices you wish to make in how you live your life and what you need to live safely and well
- Upon request, be provided with a written copy of your service plan in your preferred format
- Informed about other services which may be of benefit to you
- Able to replan or withdraw from services at any time.

If you wish for a member of your family, friend or other trusted person to be present at any time, this is most welcome. Please mention this when making appointments.

## **Payment**

Services are provided free of charge. Sometimes we may re-claim costs for compensation cases or from a government department and if this is the case, then you will be kept informed. A successful or unsuccessful claim will not affect the services you receive from us.

## Your Responsibilities

Please respect the rights of others who may be receiving similar types of services and show courtesy to Guide Dogs SA.NT staff. When staff visit, you must provide a safe and comfortable working environment.

### Involvement

Your services will be more successful if you are fully involved in their development and implementation. If you wish to modify your service agreement, you should discuss it with the staff member you are working with.

### Commitment

Your full involvement includes a commitment 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, are having difficulty with agreed tasks, or experience any health problems that affect your program of services. We strongly encourage you to provide accurate information relating to your health and circumstances so that we can provide the most suitable service for you.

## Privacy and Confidentiality

Guide Dogs SA.NT is bound by the Privacy Act 1988 and the Code of Fair Information Practice (SA Department of Health, 2004).

To enable us to provide an individualised service to you, Guide Dogs SA.NT may ask you for personal information. This may include your personal contact details, information about your health and other personal circumstances. This information allows us to make contact with you in future and to understand your needs so that we can provide appropriate services.

You have a right to withhold your personal information from Guide Dogs SA.NT, however this could mean the services you receive or are referred to are not appropriate to your circumstances. Guide Dogs SA.NT cannot be held responsible for actions or circumstances arising out of your decision not to provide information.

## **Who can Guide Dogs SA.NT share your information with?**

The information you give to Guide Dogs SA.NT staff is confidential and will be released to other people only with your agreement, unless otherwise required by law.

Your information may be shared within Guide Dogs SA.NT, so as to provide services to you or for training, quality assurance and administrative purposes.

Where the service being provided to you is government funded, Guide Dogs SA.NT must adhere to guidelines including collecting and reporting statistical data. This data is of general nature and will not identify you.

## **How is my information stored?**

Client information will be filed in a safe and secure manner in a locked storage cabinet or password-locked in a computer.

## **Can I access and/or correct the personal information held on file about me?**

You or your authorised representative can have access to your file on request by appointment and a reader can be supplied if necessary. Guide Dogs SA.NT reserves the right to be present when you are looking at your records.

You have the right to ask for incorrect information held about you to be corrected. For more information, please contact Guide Dogs SA.NT's Privacy Officer.

## **What can I do if I think my privacy has been breached, or if I have questions about the privacy of my personal information with Guide Dogs SA.NT?**

Please call us and ask to speak to the Privacy Officer. Breaches of privacy should first be discussed with our Privacy Officer. However, if you are not satisfied with the outcome of your complaint you can then refer the matter to the Australian Information Commissioner.

Tel: 1300 363 992

TTY: 1800 620 241

<http://www.oaic.gov.au/>

## Feedback

If you are not satisfied with any part of your service, we encourage you to speak with the staff member you are working with in the first instance. Alternatively, Guide Dogs SA.NT has a formal complaints procedure and you can give feedback or make a complaint without fear of retribution. We will respond in a prompt, fair and confidential manner. You may continue to receive services during a complaints process.

To provide feedback or make a complaint regarding privacy and confidentiality, please contact Guide Dogs SA.NT's Privacy Officer.



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# **Other ways Guide Dogs SA.NT makes a difference**

## **Guide Dog Services**

Guide Dogs provide a safe and effective way for people who are blind or vision impaired to travel independently.

## **Vision Services**

Vision Services provides programs to people who are blind or vision impaired including mobility and independent living skills programs.

## **Sensory Services**

Sensory Services supports people living with complex needs, including vision and/or hearing loss. Offering individual programs working to minimise social isolation and improve quality of life.

## **Hearing Services**

Hearing Services provides support to individuals and their families to effectively manage their hearing loss through workshops, support groups and resources.



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Guide Dogs SA.NT's purpose is to use our expertise with dogs and in sensory service provision to enhance the quality of life of people living with a disability.

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