

Cultural Vitality **Social Equity** Economic Prosperity
Environmental Sustainability



Home Support Program

Your Rights



City of
Norwood
Payneham
& St Peters

The City of Norwood Payneham & St Peters strives to provide its residents with a range of quality services in a safe and responsible manner.

Contents

This booklet contains important information regarding residents' rights, advocacy, privacy and confidentiality and how to provide feedback.

Should you have any questions about the contents of this brochure, please contact the Council's Community Care Services Unit on 8366 4611.

If you are unable to read or understand this brochure and would like assistance to interpret or translate it, please contact the City of Norwood Payneham & St Peters on (08) 8366 4555.

Korean

이 책자를 읽거나 이해하는데 어려움이 있어서, 번역 및 통역사의 도움을 받고 싶으시다면, 노우드 페인햄 & 세인트 피터즈시 (08) 8366 4555번으로 연락바랍니다.

Italian

Se non siete in grado di leggere o di capire quest'opuscolo e desiderate farvi aiutare da un interprete o da un traduttore, siete pregati di contattare il Comune di Norwood Payneham & St Peters al numero (08) 8366 4555.

Greek

Εάν δεν είστε σε θέση να διαβάσετε ή να κατανοήσετε αυτό το φυλλάδιο και θα θέλατε βοήθεια για την διερμηνεία ή την μετάφραση, παρακαλούμε επικοινωνήστε με το δήμου του Norwood Payneham & St Peters στο (08) 8366 4555.

Traditional Chinese

如果您對閱讀或理解該手冊內容有任何困難, 需要口譯或者翻譯上的幫助, 請致電聯繫諾伍德佩恩聖彼得市政府, 電話: (08) 8366 4555

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Rights & Responsibilities

Resident Rights

- To be respected for their individual human worth, dignity and privacy.
- To be assessed for access to services, taking into consideration individual needs without discrimination.
- To be informed about available services, accessibility to the services and the associated costs with particular services.
- To choose from available alternatives.
- To pursue any complaint about service provision, without retribution.
- To involve an advocate of their choice.
- To refuse a service at any time without prejudicing future access to services.
- To appeal a decision regarding the provision of a service.
- To request access to documentation.

Resident Responsibilities

- To respect Council staff, Volunteers and staff of contractors who deliver services on behalf of the Council.
- To assist Council staff in coordinating and setting up services, by providing relevant information to staff.
- To advise Council Staff of any significant changes to circumstances (i.e. health or living arrangements).
- To inform staff or contractors delivering services on behalf of the Council (i.e. cleaning), if you are unwell or unavailable to receive services.
- To provide a safe work environment for staff, Volunteers and contractors (e.g. not smoking in their presence, restraining pets);
- To not offer gifts or money to Council staff, Volunteers or contractors.
- To pay the relevant fees for the service once an invoice has been received.

Council Responsibilities

- To respect residents and their carers and families at all times.
- To provide reliable, coordinated, safe services which are appropriate to the assessed needs of the resident.
- To treat residents and carers as individuals and have their individual preferences respected.
- To involve residents and their carers in the decisions regarding their respective services prior to implementing or amending a service plan.
- To provide services and programs which are responsive to the diverse social, cultural and physical experiences and needs of residents.
- To inform residents and their carers about the details and costs of the services which are to be delivered.
- To inform residents of the standards to expect in relation to services.
- To respect privacy and confidentiality at all times.
- To allow the resident or his/her authorised representative, to access personal information which is held by the Council.
- To respect a resident's refusal of services and to ensure any future requests for services or programs are not prejudiced because of that refusal.
- To deal with complaints fairly and promptly, without retribution.
- To accept and work with the resident's choice of advocate.

Privacy & Confidentiality



In accordance with Privacy Legislation, you can be assured that your personal information will be protected.

In order to provide you with appropriate services, the Council needs to collect information that may be of a personal nature. In doing so, the Council respects your right to privacy.

What information does the Council collect?

When meeting with you for the first time, we ask questions about you and your circumstances. This information will be used to assist in providing you with suitable support, services and programs.

The information required is dependent on the type of service or program requested.

The information collected may include, but is not necessarily limited to, the following:

- your name, address and telephone number;
- privacy consent forms;
- your past and current health;
- details of family members including spouse, next of kin and person(s) we may need to contact in an emergency; and
- some financial information (e.g. housing and pension status).

Whilst you are receiving assistance from the Council, we may record new or additional information that helps provide you with the correct services to suit your changing needs.

What does the Council do with the information?

Any information provided by you or your authorised representative is documented and entered into the Council's electronic database. All information is kept secure at all times.

Limited information may also be provided to the Commonwealth Department of Health and used occasionally for management, research and statistical analysis.

In accordance with Privacy Legislation, you can be assured that your personal

information will be protected. No personal details are released - only statistical information.

The Council ensures that only those involved directly with your care have access to your details. In addition, only authorised members of staff have access to your information.

Privacy & Confidentiality

Consent to Release Information

Your privacy is of the utmost importance to the Council and in an effort to deliver the best possible service to you, there may be a need to provide information to contractors. In this case a Council Home Support Officer will ask you to sign an Information Consent form which allows the Council to do this.

This consent also allows the Council to pass information onto the Home Support Program's funding body, the Department of Health. Information transmitted excludes personal identifying information.

This consent is important to assist us to provide quality services. Without this consent we are unable to properly coordinate services on your behalf, and this may impact on the quality of the service provided. However, you have the right to refuse to give consent without it impacting on your eligibility for services.

How is information protected?

All written information is stored in a secure location. Information entered into the electronic database is password protected.

Can I access my records?

At any time you may request access to your personal information which is held by the Council. It is preferred that you make this request in writing by addressing it to the Council's Manager, Community Services and specifying the nature and details of the information you require. Alternatively, you can contact the Council's Home Support Officers and make your request verbally.

If you are the resident's authorised representative and wish to access his or her information, please state your relationship to the resident and ensure you bring some form of identification (i.e. driver's license) with you when collecting the information requested.

You may wish to correct or amend personal information or details which are held by the Council. If you find an error please advise us and we can amend your records accordingly. In circumstances where access to your records is denied, you will be provided with reasons for the denial.

In what circumstances would you nominate an authorised representative?

When a resident cannot consent to the collection, use and disclosure of their personal information, a third party nominated by the resident or legally nominated as an authorised representative may be requested to do so.

An authorised representative may include:

- a child or sibling of the individual who is at least 18 years old;
- parents (in the case of a younger disabled client);

- a spouse or de facto spouse of the individual;
- a relative of the individual, at least 18 years old and a member of the individual's household;
- a guardian of the individual;
- attorneys under enduring power of attorney;
- administrators under enduring power of attorney; and
- a person otherwise empowered to act or make decisions in the best interests of the person (i.e. nominated carer).

Information collected from an authorised representative will be treated as if it was collected directly from you once the representative's identity is confirmed.

Feedback & Advocacy

If there is an issue or concern with the service which you are receiving, or you do not understand decisions that have been made regarding your Service Plan, there are a number of people who can help.



The staff member providing the service is the first person you should contact.

If you are unable to resolve the matter to your satisfaction, call or write to the Council's Manager, Community Services at PO Box 204, Kent Town SA 5071 or call 8366 4600. You can be assured that the complaint will be handled promptly and in a confidential manner.

If you are not satisfied with the response provided by the Manager, Community Services, you can contact the Council's General Manager, Governance and Community Affairs at PO Box 204, Kent Town SA 5071 or call 8366 4549.

The Council's Community Care Services staff aim to keep you informed throughout the process and will work towards providing you with a response within 14 working days.

Our aim is to work with you to identify a solution to your concerns without impacting on the delivery of the service. You have the right, at any time, to involve another agency or individual in an advocacy role if you wish.

The Council appreciate the opportunity to evaluate the quality of our service and see this process as part of our commitment to continuous improvement.

Please note that your comments will not affect current service or eligibility access to future services. Retribution by any service provider or individual will not be tolerated by the Council.

Feedback & Advocacy



An advocate may be a relative, friend, neighbour or representative from an advocacy service appointed by you, who will work with you to ensure your rights are upheld.

What is advocacy?

An advocate is a person who is appointed by you to represent you if you need support and encouragement to exercise your rights, or in order to ensure that your rights are upheld.

An advocate may be a relative, friend, neighbour or representative from an advocacy service appointed by you, who will work with you to ensure your rights are upheld.

The Council's Community Care Services staff encourage you to utilise an advocate of your own choice to ensure that you receive the best possible outcome.

All existing clients and potential clients may choose to involve an advocate to represent their interests at any time.

What can an advocate do for you?

An advocate can:

- assist you to support your rights, or work to a pre-agreed outcome;
- be confidential and independent;
- recognise the importance of upholding your rights;
- work directly under your guidance to make your own decisions and express your wishes;
- work to represent your best interests; and
- have no personal or hidden agendas.

Other Contacts

Aged Rights Advocacy Service Inc

175 Fullarton Road, Dulwich SA 5065
Telephone: (08) 8232 5377
Email: aras@agedrights.asn.au

Aged Care Complaints Scheme

Australian Government Aged Care
Quality and Safety Commission
GPO Box 9819, Adelaide SA 5001
Telephone: 1800 951 822

Disability Advocacy & Complaints Service of SA Inc

Level 7/70 Pirie Street
Adelaide SA 5000
Telephone: (08) 7122 6030
Email: drigney@dacssa.org.au

Equal Opportunity Commission

Level 15 GPO Exchange
10 Franklin Street, Adelaide SA 5000
Telephone: (08) 8207 1977
Email: eoc@agd.sa.gov.au

Ethnic Link Services

184–188 Port Road, Alberton SA 5014
Telephone: (08) 8448 6260
Email: ucwpa@ucwpa.org.au

MALSSA

Shop 4, 80 Henley Beach Road
Mile End SA 5031
Telephone: (08) 8351 9500
Email: malssaadmin@malssa.org.au

Nunkuwarrin Yunti

*For people of Aboriginal or Torres Strait
Islander background*
182–190 Wakefield Street
Adelaide SA 5000
Telephone: (08) 8406 1600
Email: nunku@nunku.org.au

Acknowledgement & Disclaimer

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www.health.gov.au

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