

COMMUNITY SERVICES

YOUR RIGHTS AND RESPONSIBILITIES

UnitingSA is committed to providing quality services.

In doing so, we will uphold your legal and human rights.

We will also educate people about their rights and support them to take action when they believe their rights have not been upheld.

Your rights

UnitingSA customers and clients have the right to:

- Receive high quality services and support
- Dignity and respect
- A safe environment
- Privacy and confidentiality
- Request access to their personal file
- Make decisions in service delivery
- Access services without discrimination
- Services that support diversity and cultural experiences
- Involve an Advocate, family member or friend
- Decline a UnitingSA service



Your responsibilities

UnitingSA encourages customers and clients to:

- Communicate openly and honestly
- Provide accurate information about yourself
- Work in partnership with UnitingSA services
- Work toward agreed goals
- Work with UnitingSA to maintain a safe working environment
- Ask for further explanation if you don't understand anything
- Provide feedback to help us improve our services

Using an Advocate

People have the right to an Advocate to help represent their interests when plans and decisions are being made about their support and care.

An Advocate is a person you choose to help you. This may be a family member, friend or via an Advocacy service.

If you choose to have an Advocate, you will need to inform UnitingSA of the person's name and the limits to which he/she can act on your behalf.

If you change your Advocate at any time, you must also inform the service.

You can contact the following agencies to find an Advocate:

- Disability Advocacy and Complaints Service of SA Inc. - **(08) 7122 6030**
- Office of the Public Advocate - **(08) 8232 5377**
- Welfare Rights Centre SA and the Housing Legal Clinic - **(08) 8223 1338**

Interpreter services and programs

You have the right to use a qualified Interpreter if required. The cost of the Interpreter should be discussed with the UnitingSA service.

Feedback and complaints

Your experiences when receiving UnitingSA services are important to us.

If you have a positive experience, we would like to hear about it.

If you are not satisfied with your care, you have the right to make a complaint.

You can use the Compliments, Complaints and Suggestions Feedback Brochure to share your feedback with us.

Making a complaint will not affect your right to a quality service.



What to do if you think your needs have not been met:

Firstly, discuss your concerns with your UnitingSA Worker, Lived Experience Worker or Service Manager.

If you are not satisfied with the way your concerns are being managed, contact:

- UnitingSA Executive Manager, Community Services - **(08) 8440 2200**
- Health and Community Services Complaints Commissioner - **(08) 8226 8666**
- National Disability Abuse and Neglect Hotline - **1800 880 052**
- NDIS Quality & Safeguards Commission – **1800 035 544**