

Community Care Services

Information



PO Box 21, Oaklands Park
South Australia 5046

245 Sturt Road, Sturt
South Australia

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7. Consumer Rights & Responsibilities

The City of Marion is committed to excellence in customer service and to maintaining quality services to local residents in line with Home and Community Care National Service Standards and responsive to individual circumstances. Please advise us of any specific needs.

Community Care services information is available in **other languages** in written and audio formats on the City of Marion website, or contact Community Care.

If you need this information translated contact the **Translating and Interpreter Service (TIS) on 131 450** and ask the interpreter to telephone Community Care on 8375 6649.

Advocacy

You are entitled to an advocate of your choice. An Advocate is a person who may “stand beside” you and speak on your behalf to protect and promote your rights. This can be a family member, friend or neighbour, or you may call on the following agencies for support or someone to act on your behalf:

- Aged Rights Advocacy Service Inc. - Telephone 8232 5377
- Disability Advocacy & Complaints Service of SA Inc. - Telephone 8234 5699

Community Care services

Community Care services are jointly funded by City of Marion and Home and Community Care. Services include:

- In-home Support
- Home Maintenance
- Volunteer Support
- Information
- Community Transport
- Safety and Security
- Advocacy
- Social Support

Consumer Rights

As a person using, or applying to use, Community Care services, you can expect:

- Services to be provided fairly, on the basis of eligibility and need;
- Services to be fully explained, including costs and expected waiting times;
- Services to be provided in full consultation, taking into account any special needs, language, cultural or advocacy requirements;
- Good quality services, delivered in a friendly and courteous manner by competent staff and volunteers;
- To have the option to refuse or cancel a service at any time;

- If a service cannot be provided, the reasons to be explained;
- To not be discriminated against if you refuse or lodge a complaint about a service; (Refer to the "Lodging A Complaint" information sheet)
- Any complaint or concern to be dealt with fairly and promptly;
- Personal information to be treated in strict confidence and stored securely. It will not be discussed or passed on to another person or organisation without your permission;
- To be able to view and change your personal information at any time, upon request;
- To have the option to appoint a relative, friend or independent advocate to act on your behalf.

Confidentiality

All personal information provided to Community Care staff is kept confidential and stored securely.

It will not be discussed or released without prior permission.

Non-identifying, statistical information is collected as part of State and Federal Government reporting requirements for Community Care services, and also for Council administration. A government auditor may also inspect records from time to time to ensure national standards are met.

Community Care staff and volunteers have a duty of care to share an individual's personal information to appropriate staff only in instances where it is necessary for ensuring the safety of both the individual and staff/volunteer.

Consumer Responsibilities

As a person using Community Care services, it is expected that you will:

- Provide all appropriate and necessary information needed to determine your eligibility and the type of services you require;
- Accept responsibility for the consequences of any decisions you make;
- Treat staff, contractors and volunteers with courtesy and respect;
- Be home when the service has been arranged or contact staff to cancel;
- Pay any agreed contribution for services provided;
- Let staff know how you feel about the service and contact the Community Care team if you have any issues or concerns.

Feedback

- Everyone using or applying to use a Community Care service is encouraged to provide feedback.
- Your feedback assists the Community Care team to provide a high quality and relevant services. There is a questionnaire and reply-paid envelope available with this sheet

Lodging a Complaint

- Anyone wishing to lodge a complaint about a Community Care service will receive a prompt, fair and non-discriminatory response. There is also an appeal process. Please contact Community Care for information about how to lodge a complaint.

If you need information regarding services provided by other agencies, contact **Commonwealth Carelink Services - Telephone: 1800 052 222**

City of Marion

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Community Care

Telephone: 8375 6649
Fax: 8375 6699
Email: community.care@marion.sa.gov.au
Web: www.marion.sa.gov.au

See also:

Community Care services - Home safety and security
Community Care services - Volunteers
Community Care services – In-home support
Community Care services – Feedback

Community Care services – In-home support
Community Care services - Community transport
Community Care services – Respite for carers
Community Care services – Lodging a complaint

