Your Rights and Responsibilities

Your Rights (what you should expect from us)

We recognise the rights of all people receiving our services to:

* be treated with respect, dignity and courtesy
* be well informed and make choices
* privacy and confidentiality
* participate in decisions and provide consent
* give feedback or make a complaint
* refuse services
* receive safe, high quality services
* receive services from competent workers
* receive services that respect your culture and language, including interpreters and culturally specific information
* use an advocate or support person at any time
* access information held by the Equipment Program that relates to you

Your Responsibilities (what is expected of you)

As part of receiving services from the Equipment Program it is expected that you will be polite and respectful to the staff who work with you and:

* tell us if you have any problems
* provide a safe work environment in your home such as not smoking while workers are present and securing pets away
* tell us if you can’t make an arranged appointment
* provide the Equipment Program with necessary information and inform us if your situation changes
* take care of equipment provided to you, do not modify or alter any item provided
* contact the Equipment Program to organise equipment maintenance or repairs as required
* return equipment items if no longer required

Our staff cannot accept any money or personal gifts from clients. Please do not give money or gifts to staff delivering services to you under any circumstances.

We will work with you to uphold your rights and meet your responsibilities as outlined above, and if you have any concerns at all regarding your rights and responsibilities, please contact the Equipment Program on 1300 130 302.

If either party is unsatisfied and we are unable to negotiate a satisfactory way to deliver services with your agreement, we may be unable to continue to provide services. In this case we will assist you to seek alternative support.

Payment for Services

The Equipment Program will be paying the cost associated with the provision of your equipment or home modification services in line with eligibility criteria .

Collection of your equipment is free of charge.

Feedback & Complaints

We look forward to hearing from you if you are happy with our services and welcome your feedback to help us provide a better service for you and for others. Compliments received are used to recognise and encourage best practice in delivering our services. If you have a comment or suggestion or are unhappy with the service you receive, we will ensure the right person investigates your comment or suggestion for improvement.

Some of the ways you can give us feedback are:

* call us on 1300 130 302 during business hours and we will try to resolve the issue as soon as we can
* write to us explaining the issue in the attached Customer Feedback form and return it to us in the Reply Paid envelope
* email us at: [DHSEquipmentProgram@sa.gov.au](mailto:DHSEquipmentProgram@sa.gov.au)
* contact one of the external bodies (listed in this information pack) who may assist you to resolve the issue.

We know some things can make it hard to complain. We will do our best to reduce barriers by welcoming your feedback, providing interpreters, encouraging you to invite other supporters to be involved, and promoting a no blame approach.

If you make a complaint, we will:

* acknowledge your complaint within 5 working days
* investigate the circumstances and record this information
* aim to resolve your complaint within 30 working days, or keep you informed of progress if it is a complex matter that takes more than 30 days to resolve
* ensure that your current and future services are not affected by having raised a complaint
* seek independent advice to assist in the resolution of the complaint, if necessary
* escalate your complaint, as appropriate, to a more senior manager.

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| Contacts | |
| Equipment Program  Office Hours 8:30am to 5:00pm Phone 1300 130 302 Bld 4, 300 Richmond Road NETLEY SA 5037 Email [DHSEquipmentProgram@sa.gov.au](mailto:DHSEquipmentProgram@sa.gov.au) Website [www.equipmentprogram.sa.gov.au](http://www.equipmentprogram.sa.gov.au) Repairs 1300 130 302 | |
| Other helpful contacts  **Department of Human Services** General Enquiries Phone 8226 8800 GPO Box 292 ADELAIDE SA 5001  Website [www.dhs.sa.gov.au](http://www.dcsi.sa.gov.au/)  Client Feedback Phone 8413 9050  Email [clientfeedback@dhs.sa.gov.au](mailto:clientfeedback@dhs.sa.gov.au)  **Alternative formats** National Relay Service  TTY/Voice calls 133 677 Speak and Listen 1300 555 727  **Aged Rights Advocacy Service Inc**. 16 Hutt Street ADELAIDE SA 5000 Phone 8232 5377 Website [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)  **Disability Rights Advocacy Service** Shop 4/80 Henley Beach Road MILE END SA 5031 Phone 8351 9500 Website [www.dras.com.au](http://www.dras.com.au) | **Aged Care Complaints Commissioner** Toll Free 1800 550 552Website agedcarecomplaints.gov.au  **Department of Social Services** Email DSSfeedback@dss.gov.au Website [www.dss.gov.au](http://www.dss.gov.au/)  **Disability Advocacy and Complaints Service of SA** 29 High Street KENSIGNTON SA 5068Phone 7122 6030Website [www.dacssa.org.au](http://www.dacssa.org.au)  **Health and Community Services Complaints Commissioner** PO Box 199 RUNDLE MALL SA 5000 Website www.hcscc.sa.gov.au  Phone 8226 8666  **Ombudsman SA** PO Box 3651 RUNDLE MALL SA 5000 Phone 8226 8699Website [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au) |