



Disability Services

Information Sheet

Rights and Responsibilities: things we need to tell you

Disability Services provides a wide range of specialist services across South Australia for people with disability. Disability Services also provides services to support families and carers of people with disability.

As a client of Disability Services, you have a number of rights and responsibilities.

You have the right:

- ▶ To be treated with respect, dignity and kindness
- ▶ To be treated in a manner that maintains your privacy and confidentiality
- ▶ To have your ethnic, cultural and religious practices and beliefs respected
- ▶ To be able to ask for an interpreter if you need one
- ▶ To have an advocate act on your behalf if you need one
- ▶ To understand the function of any service supplied
- ▶ To refuse any service, and to apply or reapply at any time
- ▶ To change your mind about receiving a service
- ▶ To refuse to take part in research or questionnaires
- ▶ To be given all available and current information to help you make choices
- ▶ To complain and have full access to services while the complaint is being investigated.

Your responsibilities are:

- ▶ To treat staff with courtesy and respect
- ▶ To ensure your home is safe if you need staff to visit you at home
- ▶ To make sure your personal details are up-to-date with Disability Services
- ▶ To inform us if your details change
- ▶ To take responsibility if you choose to withhold any information
- ▶ To take care of any property that we loan to you and to tell us if you no longer need it.

Complaints or disputes

Please contact your local Disability Services office with any complaints or disputes. They can provide our *Complaints* information sheet. Alternatively, you may phone the Disability Information and Referrals line on 1300 786 117 and ask for assistance or download information from the website at www.sa.gov.au/disability.

Privacy

Disability Services respects your right to privacy and has strict policies regarding confidentiality and the access to, and release of, personal information. For more information, ask for our information sheet called *Privacy and Access to Information*, which can also be downloaded from the internet.

Sending information to your home by mail

From time to time we may mail general information to your home address. If you do not want to receive mail outs, please contact your local office or call 1300 786 117.

If you need the help of an advocate

The following advocacy agencies seek to uphold the rights and interests of people in South Australia:

- ▶ Brain Injury Network of South Australia (BINSAs)
Telephone: 8217 7600 or 1300 733 049
- ▶ Citizen Advocacy South Australia Inc
Telephone: 8410 6644 (Fax: 8410 0388)
- ▶ Disability Advocacy and Complaints Service of SA
Telephone: 8297 3500 or Toll-free: 1800 088 325 (TTY: 8297 4144)
- ▶ Family Advocacy
Telephone: 8340 4450 or Toll-free: 1800 856 464 for SA country callers
- ▶ Independent Advocacy SA Inc
Telephone: 8232 6200 or Toll-free: 1800 999 884
- ▶ MALSSA Inc (Advocacy, Disability, Multiculturalism)
Telephone: 8351 9500 (Fax: 8152 0396)

For more information

If you need more information about your rights and responsibilities, you can:

- ▶ Contact your local Disability Services office
- ▶ Call the Disability Information and Referrals line on 1300 786 117
- ▶ Visit our website at www.sa.gov.au/disability
- ▶ Send us an email with your request to disabilityinfo@dfc.sa.gov.au

