



Information About Our Services - including Rights and Responsibilities

Mission

To promote, assist, empower and enhance the lives of Carers.

Who is a Carer?

A Carer is someone who provides care and support for their parent, partner, child or friend who has a disability, is frail aged, or who has a chronic mental or physical illness.

Who We Are & What We Do

Representation and Advocacy

The Carers Association of SA is the peak organisation that represents the needs of family Carers in South Australia. The Association is a non-profit, community based organisation, established in 1989 by a grass roots movement of Carers.

Working directly with Carers is important to us. Through feedback we initiate research, develop policy and advocate at all levels of government on behalf of Carers.

Though our affiliation with Carers Australia, the Carers Association of SA advocates for changes at a National level.

Services: Information & Referral

Commonwealth Carer Resource Centre & Information Line

Our state-wide Commonwealth Carer Resource Centre and Information Line is a single point of contact for Carers. Trained staff provide free of charge:

- Information on benefits and services to Carers.
- Information to medical and health professionals, service providers and the general public.
- Carer Information Support Kits in fourteen languages.

- Information on rights and support for Carers on how to obtain a personal advocacy service.
- Interpreters for Carers of culturally and linguistically diverse backgrounds can be organised.
- Direct referrals for Carers to other appropriate services to eliminate the need for the Carer to make another telephone call.

No identifying information is passed on to any service without the consent of the Carer.

Free Call 1800 242 636 or 8271 6288
Email: info@carers-sa.asn.au

An Australian Government Initiative

Commonwealth Carelink (Southern Country)

Located in the Southern Country Region Commonwealth Carelink (Southern Country) is one of four regional outlets for Commonwealth Carelink in SA and provides information about Home and Community Care services, their costs, eligibility and if waiting lists apply.

Commonwealth Carelink Centres in SA are co-located with Commonwealth Carer Respite Centres.

Free call 1800 052 222

An Australian Government Initiative

Services: Counselling

The Carer Counselling Service provides short term counselling by professionally accredited counsellors. The program operates across South Australia and can be accessed by calling:

Free Call 1800 242 636 or 8271 6288

An Australian Government Initiative

Services: Carer Support

We know that Carers are often in the best position to offer other Carers lots of information and support. We can link Carers throughout the state so that they can share their experiences of caring and provide mutual support to one another.

We have Carer Support programs that operate in the following areas:

- Eyre Carers:
Free call 1800 350 004
or 8683 4477
- Northern Country Carers:
Free call 1800 067 933
or 8641 1844
- South East Carers:
Free call 1800 654 429
or 8724 7188
- River Murray and Mallee Carers:
Free call 1800 806 580
or 8584 6855
- Western Carers:
8240 2900

Other Carer Support programs are located across South Australia. For details of these and other programs call the Commonwealth Carer Resource Centre on:

Free Call 1800 242 636

Funded through the Home and Community Care Program

Services: Retreats Program

Retreats are a chance for a group of Carers to take a break from their caring responsibilities, to be with other Carers and to focus on their own needs. Carer Groups plan their Retreat with the advice and support of the Project Officer.

To register with the program call:

Free call 1800 814 549 or 8271 6288

Funded through the Home and Community Care Program

Services: Respite

Southern Country Commonwealth Carer Respite Centre

The Southern Country Carer Respite Centre covers part of the Adelaide Hills (east and south of Mt Barker), Fleurieu Peninsula, Murray Mallee, Riverland, South East and Kangaroo Island.

It provides access to respite and other services for Carers in the region via a 24 hour service and can be accessed on:

Free call 1800 059 059

Three other Commonwealth Carer Respite Centres operate across South Australia.

An Australian Government Initiative

Carer Rights & Responsibilities

As a user of the Carers Association of SA's services you have the right to:

- Be treated as an individual with respect for your culture, needs, preferences and physical experiences.
- Reasonable access of services without discrimination.
- Be informed about available services offered by the Carers Association of SA.
- Be informed of other resources available to you, which may assist you to make decisions about the most appropriate services for you.
- Raise a concern and/or provide comments and feedback about our services.
- Expect that any complaint that is lodged by you will be dealt with promptly, confidentially, seriously and without retribution.
- Use an advocate of your choice in regard to any matter in order to have your needs represented.
- Have a response to any request for information or service regarding your caring role and need for support.
- Confidentiality and privacy information and records (except when it is required by law or when consent has been given).
- Withdraw from services or refuse services at any time without future retribution or denial of service.
- Consent to the sharing of information to other service providers and the right to withdraw consent at any time.

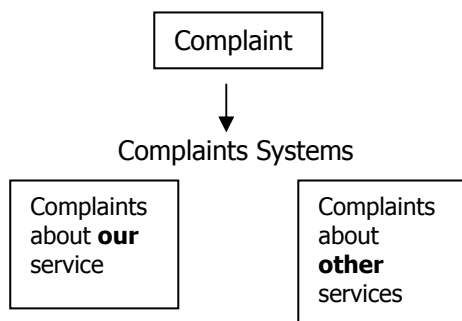
- Be given explanations of any information or services offered by the Carers Association of SA.
- Withdraw your name from any mailing list of the Carer Association of SA.

At the same time Carers have a responsibility:

- To respect the human worth and dignity of the service provider staff and other consumers.
- For the results of any decision they make.
- To play their part in helping the service provider to provide them with services.

Responsibilities taken from Statement of Rights and Responsibilities of the Home and Community Care Program 1990.

Comments & Complaints



Complaints About Our Service

If you use our services you have the right to give feedback, make comment or make a complaint.

The Carers Association aims to provide a quality service to all Carers. An important way we can improve our service is to listen to the people who use it. We want to hear not only your praise but your comments, complaints and suggestions. This helps us improve services not only for you but for others.

Comments or complaints can be made by:

- Person to person.
- Telephone **Free call 1800 815 549**.
- In writing.
- Sending an email to info@carers-sa.asn.au.
- Using the Association's Comments, Complaints and Suggestions brochure.
- Through an advocate.

Our Complaint Process

In some instances a complaint can be resolved on the spot. General complaints will be responded to by the Association within five working days. Urgent complaints will be responded to within one working day.

If you wish to make a complaint about the service you have received, the:

First step: Take the matter up with the staff person concerned or their Manager.

Second step: If satisfactory outcome is not reached then you can take the matter up with the Executive Director.

Third step: If satisfactory outcome is not reached then you can take it up with the Board of the Carers Association of SA.

Final step: If satisfactory outcome is not reached by any of these then you can take it up with the Government Department that provides funding to the Carers Association of SA.

Their contact details are:

Department of Health and Ageing
Complaints Resolution Manager
55 Currie Street
ADELAIDE SA 5000

Ph: 1800 550 552

You have the right throughout the process to request the support of an advocate.

Address any complaints and feedback in the first instance to:

Customer Services – Carers Association
Reply Paid 286
PO Box 410
UNLEY SA 5061

Complaints About Other Services

You also have the right to make a complaint about other services and organisations.

These complaints or issues can be directed to the Carers Association to be recorded, and in some cases for follow up, or referral to other advocacy and complaints services.

Advocacy Services

An advocate is someone who supports you and is able to speak on your behalf regarding your rights/entitlements. It may be a friend, a family member, a neighbour or someone from an independent advocacy organisation.

Advocacy organisations can assist with advice about your rights and responsibilities as a consumer of services.

Listed below are organisations specifically set up to undertake this role.

Aged Rights Advocacy Service

For older people, including an ATSI advocate.
Ph: 1800 802 030 or 8232 5377

Multicultural Aged Care

For older people from a non-English speaking background.
Ph: 8234 4410

Disability Complaints Service

For people with a disability and their Carers.
Ph: 1800 088 325 or 8234 5699

Disability Action

For people with an intellectual, physical, sensory and psychiatric disability, mental illness or brain injury.
Ph: 8346 8288

MALSSA

For people with a disability and their Carers from a non-English speaking background.
Ph: 8244 7777

Parent Advocacy

For parents/Carers of a person with an intellectual disability.
Ph: 1800 856 464 or 8340 4450

Youth Affairs Council

For younger people.
Ph: 8226 3080

Privacy Policy & Statement

The Carers Association collects personal information about Carers as users of the programs offered by the Association. This information is important to respond to Carers needs and to continue with our function of representing Carers.

All information obtained is deemed as strictly confidential. We recognise your right to privacy and ensure this information is securely stored to maintain your personal privacy.

You can access your personal information for the purposes of checking the accuracy and to make amendments if necessary.

Information may also be requested and provided to either State or Commonwealth Departments as part of our funding requirements. This information is provided in coded format resulting in individuals not being able to be recognised.

A full copy of our Privacy Statement and Policy can be supplied on request.

Our Privacy Statement and Policy is also available on our website at www.carers-sa.asn.au.

Association Contact Details



Carers Association of SA Inc
58 King William Road
Goodwood SA 5034
PO Box 410
Unley SA 5061
Telephone: 8271 6288
Free Call: 1800 815 549
Email: info@carers-sa.asn.au
Website: www.carers-sa.asn.au