



RIDING FOR THE DISABLED ASSOCIATION SA INC

RIDER & VOLUNTEER INFORMATION LEAFLET

Grievance/complaints:

Everyone involved with RDA SA has the right to complain if not satisfied with the service they are receiving.

- A complaint can be made without fear of retribution or discrimination.
- Complaints will be handled promptly and in a timely and co-operative manner.
- Complaints will be handled confidentially.
- Where possible complaints will be followed to resolution.
- Complaints will be handled in the following sequence:
 - At the point of service (e.g. Centre).
 - Forwarded to State Office if not resolved at point of service.
 - Forwarded to a professional body (e.g. SportSA mediation) or government authority, including police if necessary, if not resolved at State level.

How to lodge a complaint

Obtain the following from your centre or from RDA SA's website:

- a grievance/complaints flyer;
- a grievance/complaints flow chart;
- a grievance/complaints registration form;
- grievance/complaints policy (Policy 3 in the Resource Manual or on RDA SA's website).

These resources explain the procedures involved in making a complaint, how the complaint will be dealt with and the time frame for resolution.

Remember complaints and their resolutions help us improve the service we offer our clients.

Advocacy:

RDA SA is committed to supplying clients with information regarding use of an advocate.

RDA SA encourages the use of advocates by clients/volunteers.

What is an advocate?

Someone who, with permission from a client, can represent the client's wishes and negotiate on their behalf.

Who can be an advocate?

- A family member
- A friend
- A member of an advocacy service

If you need to use an advocate refer to the Advocacy policy (32) available in the Resource Manual at your centre or from the RDA SA website.

Privacy and confidentiality:

Clients/carers and volunteers have a right to expect personal information supplied to RDA SA will remain confidential. RDA SA is bound by the Privacy Act. To find out procedures about:

- The type of information kept by RDA SA centres;
- how information may be accessed;
- how file storage and movements are managed; and
- the length of time records are kept;

refer to Privacy and Confidentiality Policy (2) in the Resource Manual at your centre or RDA SA website.

Rights and responsibilities:

RDA SA is committed to regularly informing clients about their rights and responsibilities.

RDA SA has governing policies and procedures to ensure clients receive and have access to information regarding their rights and responsibilities.

| These include: | (policy number) |
|--|-----------------|
| • Advocacy Policy | (32) |
| • Code of Conduct for Disability Workers | (33) |
| • Grievance and Complaints Policy | (3) |
| • Harassment Policy | (4) |
| • Occupational Health and Safety Policy | (7) |
| • Privacy and Confidentiality Policy | (2) |
| • Service Access and Exit Policy | (24) |

RDA SA is committed to inclusivity in regards to linguistic, cultural, physical or intellectual requirements.

Access and exit:

Anyone seeking to use the services of RDA SA will be assessed on their relative needs and available resources.

RDA SA practices equal opportunity for all including women, indigenous Australians and people from culturally and linguistically diverse backgrounds.

For information on relevant procedures regarding:

- Access
- determination of relative needs of clients
- waiting times
- exit
- right to appeal
- reapplication to access the service, and
- consultation

refer to the Access and Exit policy (24) in the Resource Manual at your centre or from the RDA SA website.

Copies of relevant policies and procedures are available to view in the RDA SA Resource Manual at each centre; on the RDA SA website at www.rdas.org.au or may be posted or emailed upon request.

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