



# Riding for the Disabled Association SA Inc.

## Information for Clients and Volunteers

### Privacy and confidentiality:

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

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

A copy of the Privacy and Confidentiality Policy is available at your Centre or from RDA SA website.

### Rights and responsibilities:

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

RDASA has governing policies and procedures to ensure clients receive and have access to information regarding their rights and responsibilities, and to ensure the NDIS has access to information to protect participant safety and well-being.

Policies are available from your Centre and include:

- State Protection Policy for Members and Others
- Occupational Health and Safety Policy
- Accident & Injury Reporting Policy (which includes the procedure for managing Reportable Incidents)
- Privacy and Confidentiality Policy
- Service Access and Exit Policy
- Inclusivity Policy

### Access and exit:

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

RDASA prohibits all form of harassment, discrimination and bullying.

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 available from your Centre or from the RDASA State Office.

Copies of RDASA policies and procedures are available to view at each Centre; on the RDASA website at [www.rdas.org.au](http://www.rdas.org.au) or may be posted or emailed upon request. State Office contact details:

Ph 08 8377 3150

Email: [admin@rdasa.org.au](mailto:admin@rdasa.org.au)

### Complaints:

RDASA aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice.

In the first instance, complaints should be reported to a representative of RDASA in authority within the local setting. This may be a coach, a Centre committee member, or a member of staff. It is then the responsibility of that person to liaise with the complainant until a Complaint Manager [usually a Member Protection Information Officer or the State Manager] is appointed.

A complaint may be handled formally or informally and all complaints will be dealt with promptly, seriously sensitively and confidentially. The procedure for handling and resolving complaints are outlined in Attachment D1 of the State Protection Policy for Members and Others.

If you do not wish to lodge a complaint at the local Centre you can:

- lodge a complaint directly with the State Office – contact details below.

Complaints can be made External to RDASA.

There are a range of external options for someone wanting to lodge a complaint. Complaints may be made directly to the NDIS Quality & Safeguards Commission, anonymously if you prefer, by phoning 1800 035 544.

Other options for lodging complaints external to the organisation can be found under the 'About RDA SA' section on the RDASA website.

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

### Advocacy:

RDASA encourages the use of advocates by clients / volunteers and is committed to providing people with information regarding the use of an advocate.

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, eg:

Disability Advocacy and Complaints Service of South Australia. Tel: 08 8297 3500 [www.dacssa.org.au](http://www.dacssa.org.au)

Office of the Public Advocate, South Australia  
Tel: 08 8342 8200 [www.opa.sa.gov.au](http://www.opa.sa.gov.au)

If you need to use an advocate refer to the Advocacy policy available at your centre or from the RDA SA website.