



# RIDING FOR THE DISABLED ASSOCIATION SA INC RIDER INFORMATION LEAFLET

## Grievance/complaints:

Everyone involved with RDASA 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 first instance, at the point of service, then forwarded to State Office, if not resolved at the point of service, then finally to a professional body or government authority, including the police if necessary.

### How to lodge a complaint

Obtain the following from your centre or from the RDASA's website

- a grievance/complaints flyer
- a grievance/complaints flow chart
- a grievance/complaints registration form
- The grievance/complaints policy (Policy 3 in the Resource Manual or RDASA'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 to our clients.

## Advocacy:

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

RDASA encourages the use of advocates by clients/volunteers.

### What is an advocate?

Someone who, with permission from the 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 website for the relevant procedures.

## Privacy and confidentiality:

Clients/carers and volunteers have a right to expect that personal information supplied to RDASA will remain confidential. RDASA is bound by the Privacy Act

To find out what types of information are kept by RDASA centres along with how information may be accessed, how file storage and movements are managed and the length of time records are kept refer to the Privacy and Confidentiality Policy (2) in the Resource Manual at your centre or from the RDA website for the relevant procedures are followed.

## Rights and responsibilities:

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

RDASA has a suite of governing policies and procedures which ensure that 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)

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

## Access and exit:

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

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

For information regarding access, determination of the 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 website for the relevant procedures.

Copies of relevant policies and procedures are available for all to view at each centre in the RDASA Resource Manual; alternatively they are available on the RDASA website at [www.rdasa.org.au](http://www.rdasa.org.au) or may be posted or emailed upon request

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