

# Carer Rights and Responsibilities

## Your rights include

- Being treated with courtesy, dignity and respect
- Having your privacy and confidentiality respected, in accordance with legislation and Centacare policy.
- Being recognised for your experience and knowledge in your support role.
- Having your relationship with the person you are supporting be acknowledged and respected.
- Being included, where appropriate, in the assessment, planning, delivery and review of services related to the person you support.
- Being offered information, education, and support to facilitate the advocacy and recovery of the person you support.
- Seeking other opinions related to appropriate service delivery for the person you support.
- Having the limits to your availability acknowledged and to be offered support to take care of yourself.

## What you can do to help

- Respect the human worth and dignity of the person you are supporting and their right to privacy and confidentiality.
- Treat workers with courtesy, dignity and respect.
- Be open to the opinion and advice of the workers and recognise their skills in providing services for the person you are supporting.
- Acknowledge the services that are being provided in the best interests of the person you are supporting.
- Work together with the worker to achieve the best outcomes for the person you are supporting.

## Our workers will

- Work collaboratively with the person you are supporting to define what information can be conveyed to family members, friends or carers and under what circumstances.
- At all times where possible seek the informed consent of all relevant parties.
- Where possible and relevant and with prior consent from the client include carers in decision making processes.
- Recognise and respect the relationship between the carer and the client.
- Where relevant and appropriate work in partnership with the carer.

## About Our Services

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At Centacare we believe everyone has a right to be treated with dignity and respect. We envisage a community where people can experience the opportunity to reach their full potential.

Our services are mostly free and free interpreter services can be arranged for you.

Our services provide safe, inclusive and high quality care available for everyone.

People can refer themselves or they can be referred by another service provider.

We have services located in metropolitan and rural areas.

## Privacy

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We are committed to the protection of your privacy and personal information.

For more information on privacy and confidentiality:

- Ask a Centacare worker
- Search our website at [www.centacare.org.au](http://www.centacare.org.au)

FOR INDEPENDENT ADVICE ON YOUR RIGHTS AND PRIVACY CONTACT THE OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER ON (FREE CALL) 1300 363 992



## Comments, feedback, compliments and complaints

We value your opinions and encourage you to make them known to us so we can improve the services we offer. To make a comment or complaint or provide feedback:

- Talk to your Centacare worker or their manager
- Complete the 'Tell us what you think' form available in our offices or on our website
- Contact Centacare's Complaint Coordinators at 45 Wakefield Street Adelaide Phone (08) 8215 6700.
- Contact your service funding body (your worker will have details)

We will provide you with information about any outcomes that have occurred as a result of your feedback.

If we are unable to resolve your complaint or if you don't believe your concerns have been dealt with adequately, you can contact Health & Community Services Complaints Commissioner on (08) 8226 8666, or country SA toll free 1800 232 007.

You can post your views to:

PO Box 199 Rundle Mall SA 5000,

or make an online complaint at [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

**TO FIND OUT MORE INFORMATION ABOUT ANY OF THE ABOVE, PLEASE CONTACT OUR OFFICE (08) 8215 6700, OR REFER TO OUR WEBSITE AT [WWW.CENTACARE.ORG.AU](http://WWW.CENTACARE.ORG.AU).**



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