

The Right to an Advocate of your choice

You have the right to use an advocate to act on your behalf at any time - a family member or friend, a volunteer, an advocacy agency or a professional advocate. Please refer to the list below for some advocacy agencies:

Aged Rights Advocacy Services (ARAS)

45 Flinders Street, Adelaide SA - 08 8232 5377

MALSSA

Shop 4 / 80 Henley Beach Road, Mile End SA - 08 8351 9500

(for people from non-English speaking backgrounds with a disability)

Disability Advocacy Complaints Service of South Australia Inc

470 Marion Road Plympton Park SA 5038 - 08 8297 3500 (for people with disabilities)

Nunkuwarrin Yunti

182 Wakefield Street Adelaide SA - 08 8406 1600

(for people of Aboriginal or Torres Islander background)

The Right to Refuse or Withdraw Service

You have the right to refuse or withdraw from service without prejudicing future access to service.

St John has the right to refuse or withdraw service to a client under the following circumstances:

- ▶ the client is not eligible for the Program
- ▶ the client moves into supported accommodation
- ▶ the client is receiving the same assistance from another agency
- ▶ sufficient resources are no longer available to continue providing the same service
- ▶ inappropriate behaviour by a client.

PLEASE NOTE: If a client's circumstance changes, they have the right to be re-assessed for services without discrimination.

Your Responsibilities

As a participant in the St John Community Care Program, you have a responsibility to respect the needs of everyone else involved - Clients, Volunteers, Staff and the St John organisation. Please discuss your needs and anything of concern with your local St John Program Coordinator. Clients have the right to be assessed for services without discrimination. Access to the St John Community Care Program will be decided fairly, taking into account a client's individual needs and the ability of the Program to meet this.



Volunteers have the right only to be assigned tasks in keeping with their capabilities and personal circumstances.

The St John organisation has the right to expect:

- ▶ everyone involved to abide by the guidelines of the Program
- ▶ staff and volunteers to provide a quality service to the best of their ability
- ▶ all participants to use organisational resources appropriately and efficiently.

What does St John Ambulance SA do?

St John Volunteers have been serving South Australians for over 100 years. St John is well known as an international First Aid organisation offering First Aid at Events and Emergencies, Training courses, First Aid Kits and Community Care.

Please note: In South Australia, St John is NOT the Ambulance Service; this is managed by SA Ambulance.

St John Ambulance Australia is a charitable not-for-profit organisation and is dependent on community support. Donations are appreciated as they allow us to continue to provide vital services to the community. Donations of \$2 or more are tax deductible.



Further Assistance Contacts

My Aged Care

1800 200 422

www.myagedcare.gov.au

Commonwealth Respite and Carelink Centre

1800 052 22

www.commcarelink.health.gov.au



St John Ambulance Australia SA Inc.

ABN 42947425570

85 Edmund Avenue Unley SA 5061

1300 360 455 | www.stjohnsa.com.au

Contact your Program Coordinator

Although funding for this program has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



St John community care program

...information guide



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making a difference to someone's life

1300 360 455 | www.stjohnsa.com.au

Welcome to the St John Community Care Program...



This booklet provides information on the St John Community Care Program. Additionally, it aims to help volunteers and clients understand their rights and responsibilities. To ensure all clients have equal access to the St John Community Care Program, interpreters can be accessed if English is not the language spoken at home or if a client has a visual, hearing or cognitive disability.

What is the St John Community Care Program?

St John Community Care enlists the help of caring volunteers who give freely of their time, skills and experience. They know that even a little regular help can often make a great deal of difference to the life of someone else.

The Program provides

- ▶ a personalised service by the one-to-one matching of a volunteer and client
- ▶ social support to older members of the community and younger people living with a disability who have little or no support.

Volunteers

On joining the Program, Community Care Volunteers will be asked to:

- ▶ complete an application form
- ▶ provide details of two referees
- ▶ undertake a Police clearance.

Clients

On joining the Program, Community Care Clients will be asked to:

- ▶ agree to be assessed for service
- ▶ provide information about their needs and circumstances
- ▶ sign an agreement to participate in the program.

What kind of help is available?

The St John Community Care Program Volunteers' assistance may include:

- ▶ friendly home visiting and outings
- ▶ help with shopping
- ▶ regular telephone contact.

Additionally, Carers have peace of mind knowing that their loved one is being supported by a caring volunteer while they take a few hours to have a break.

How is the Program funded?

The St John Community Care Program in South Australia is funded by the State Government Home and Community Care (HACC) Program, the Australian Government Commonwealth HACC Services and St John Ambulance SA Inc.

Is there a cost involved to participate in the Program?

Help available through the St John Community Care Program is free of charge to the client.

What is a Client Assessment?

A client assessment assists the Program Coordinator to determine what type of assistance a client would like to access and establishes the basic information required by the Program.

St John Community Care Volunteers...

- ▶ are carefully screened and provided with identification
- ▶ are provided with orientation and agree to abide by the policies and guidelines of the St John Community Care Program
- ▶ aim to be reliable, honour their commitments and should their circumstances change, our volunteers try and make appropriate, alternative arrangements
- ▶ are expected to report on their activities as requested and complete an activity diary
- ▶ are covered by public liability and personal accident insurance
- ▶ have the opportunity to claim authorised out of pocket expenses
- ▶ are offered opportunities for support, supervision and training.

St John Community Care Volunteers do not...

- ▶ wear an official uniform and are not expected to be trained in First Aid
- ▶ carry out personal care or domestic duties or undertake tasks that are more appropriately provided as paid work
- ▶ become involved, or interfere in family situations
- ▶ accept or give gifts other than those of a nominal value
- ▶ become involved in the management of clients' financial affairs or accept responsibility for clients' property.

Rights and Responsibilities

Everyone involved with the St John Community Care Program has rights and responsibilities.

The Right to Dignity and Respect

You have the right to be treated with dignity and respect.

The Right to Privacy and Confidentiality

You have the right to expect that your personal records will be kept confidential and to access your records at any time. Client information will only be made available to relevant agencies and others involved in client care after the client gives signed consent.

The Right to be Informed

You have the right to know about the services and options available to you so that you can make your own decisions. Your local St John Program Coordinator can help you find the information you need.

The Right to Complain

If you have any concerns about the St John Community Care Program, please advise your Program Coordinator. We aim to deal with complaints and grievances fairly and quickly. Complaints will not be held against you. If your complaint or grievance is not dealt with to your satisfaction, please telephone:

- | | |
|---------------------------------------------------------------------|---------------------|
| ▶ St John Team Leader - Community Care | 1300 360 455 |
| ▶ St John Manager - Community Care SA | 1300 360 455 |
| ▶ St John General Manager - Programs & Community Engagement | 1300 360 455 |
| ▶ Office for Health and Community Service - Complaints Commissioner | 1800 232 007 |
| ▶ Disability, Advocacy and Complaints Service | 08 8297 3500 |

An hour or two a week or fortnight can make such a **difference to someone's life.**

