

## Advocacy Services

These are agencies whose role is to provide you with independent information about your rights and responsibilities when receiving services, and at your request, to act on your behalf with service providers.

### Information can be obtained from the following

- ◆ Aged Rights Advocacy Service Inquiry Inc.  
Phone 08 8232 5377 or 1800 802 030
- ◆ Alzheimer's Australia S A  
Phone 08 0372 2100 or 1800 639 331
- ◆ Disability Advocacy and Complaints Service of S A Inc.  
Phone 08 8234 5699 or 1800 088 325
- ◆ Ethnic Link Services.  
Phone 08 8240 0201 or 1800 648 598
- ◆ Grow S A Community Mental Health Movement  
Phone 08 8244 9299  
[www.growint.org.au](http://www.growint.org.au)
- ◆ Independent Advocacy S A Inc  
Phone 08 8232 6200 or 1800 999 884 S A country
- ◆ National Disability Service, Abuse and Neglect Hotline.  
Phone 1800 880 052 or 1800 555 677  
Interpreter Service 131 450

For more information about advocacy services please contact Commonwealth Care Link Centre on 1800 052 222

Northern Carers  
Network Inc  
130 Peachey Road  
Davoren Park  
S A 5113

Telephone 08 8284 0388

Fax 08 8284 0399

e-mail: [ncn@chariot.net.au](mailto:ncn@chariot.net.au)

Hours: 9:00am—5:00pm  
Monday to Friday

**Service Disclaimer**  
The Northern Carers Network Inc staff and volunteers will make every attempt to provide a high quality service and make it accessible to all eligible Clients. It is not possible to guarantee that all services will meet the full requirements of any individual clients as resource restrictions often dictate the nature of service.



**CARERS RIGHT,  
RESPONSIBILITIES  
AND ADVOCACY**

## Rights

- You may see all your personal information held by a **HACC** program.
- You have the right to a legal guardian or **advocate** of your choice.
- You will be involved in decisions regarding the service that will be provided to you.
- You will be informed of the options available and any fees to be charged, if applicable.

Changes to service provision will be negotiated with you.

- Services will be provided in a safe manner and with respect for your dignity and independence. Services will be responsive to your social, cultural and physical needs and will be provided without discrimination.
- Access to service will be decided on the basis of your need and the capacity of the program to meet that need. You will have the right to refuse a service without prejudicing access to future services.
- You have the right to express concern about the service you are receiving without fear of retribution. You may have an **advocate** to represent your interests. Your concerns will be dealt with fairly and promptly.
- Your right to confidentiality will be respected.
- Northern Carers Network Inc Staff and volunteers will not smoke in your home or at a centre where services are provided.

## Responsibilities

- You need to inform the Northern Carers Network Inc if you will not be home or will not be able to attend a program.
  - Respect the rights of other clients, staff and volunteers.
  - Take responsibility for your own decisions.
  - You are requested not to smoke while Northern Carers Network Inc Staff and Volunteers are in your home or at a venue.
  - Inform program staff of any risks that they may encounter when providing a service to you for a family member.
  - Be actively involved in the development of your individual program of support
  - Inform the Northern Carers Network Inc of any change in your personal circumstances
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## Privacy and Confidentiality

- Northern Carers Network Inc respects your right to privacy and confidentiality.
  - Information written on assessment needs to be viewed by the Carer to make sure this information is correct and may be changed if required.
  - You have the right to access all personal information kept about you by our organisation.
  - All paper files are kept stored in a locked filing cabinet.
  - Only selected staff and volunteers can access these files under the direction of the Network Manager.
  - Referrals or disclosure of information to other agencies will only occur with your consent in writing or verbally.
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