

Mission Statement

Age Concern Albury Wodonga Inc. will enhance the independence, participation and lifestyle of people living within the community.

Age Concern Albury Wodonga Inc.

Statement of Values

In everything Age Concern does, we will:

- ◆ Respect the dignity and rights of others and value difference
- ◆ Be an open, welcoming, sharing and accessible organization
- ◆ Act with honesty and integrity
- ◆ Be fair and equitable
- ◆ Encourage teamwork and cooperation
- ◆ Strive for continuous improvement and actively seek feedback about our performance
- ◆ Value community participation
- ◆ Be aware of and responsive to the broader Community
- ◆ Value collaborative decision making

If you believe your rights are not being respected, or if you have any complaints about the agency we encourage you to make a formal complaint to the Manager.

If you feel further action is required following contact with the manager, the Commonwealth Ombudsman could help resolve the issue.

PH: 1300 362 072 or

Email:

ombudsman@ombudsman.gov.au

Age Concern reserves the rights to suspend or cancel a persons participation if they violate or breach their responsibilities as set out in this brochure.

Supported by the Australian Government Department of Social Services. Visit the Department of Social Services website (www.dss.gov.au) for more information.

Although funding for Age Concern has been provided by the Australian Government, the material contained herein does not necessarily represent the view or policies of the Australian Government.

Family & Community Services
Ageing, Disability & Home Care
NSW
GOVERNMENT

Australian Government
Department of Health and Ageing



Your Rights & Responsibilities

*Age Concern Albury Wodonga Inc
432 Townsend St,
Albury*

Your Rights

As a participant of any program in Age Concern you have the right to be:

- * Treated in a dignified, courteous, honest and respectful treatment.
- * To receive services without discrimination.
- * Be informed about other services available in the community.
- * Choose what service/s you will receive and be aware of any fees associated with those services.
- * Personal input into the service you receive.
- * The highest standards of service provision.
- * Withhold consent on any personal information held by the organisation.
- * Privacy and confidentiality. You can expect that no information about you will be provided to anyone else outside the service/s you are receiving without your consent.
- * View any information in your personal file.
- * Complain or raise issues about a service without fear of recrimination.
- * Have your complaints dealt with fairly and promptly.

- * Be represented by an advocate of your choice, and that the rights of the advocate or guardian will be acknowledged and respected.

Your Responsibilities

- * Participants should act in a way which respects the rights of other participants and staff
- * Treat workers with dignity and respect
- * Assist in maintaining a safe working environment for staff and others
- * Participants need to take responsibility for the results of any decisions they make
- * Keep appointments, or let us know if you can't attend
- * Let us know if your situation changes, so assistance can be changed accordingly
- * To pay the designated cost or requested contribution of the program in a timely manner.



Age Concern Albury Wodonga Inc.

Phone: 02 6021 5122

Fax: 02 6021 8626

E-mail: reception@ageconcern.org.au

Privacy and Confidentiality

Protecting the privacy of consumers is a priority of our organisation. The only information disclosed about you is done with your permission for the purposes of ensuring that you receive the services you need in a safe manner.

- * The nature of information held by our organisation is necessary to assess the need for a service, and to provide the service.
- * You have the right to withhold information for privacy reasons.
- * Information will not be shared with another agency without your permission.
- * You have the right to read any personal information kept about you. Requests access to information from the Program Coordinator who will ensure that assistance is provided if you wish to access information.
- * Your information is securely stored
- * The release of information may occur without consent, in situations where it is legally required to do so (duty of care, subpoena etc).