



Riding for the Disabled Association of Western Australian Inc

MEMBER INFORMATION

Grievance/Complaints

Everyone involved with RDAWA 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, and 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 RDAWA's State Office call 9296 4655

- a grievance/complaints flyer
- a grievance/complaints flow chart
- a grievance/complaints registration form

The grievance/complaints policy (Policy is located in the Resource Manual at your centre)

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

RDAWA is committed to supplying clients with information regarding use of an advocate. RDAWA 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 available in the Resource Manual at your centre or from the RDAWA website for the relevant procedures.

Privacy and Confidentiality

Clients/carers and volunteers have a right to expect personal information supplied to RDAWA will remain confidential. RDAWA is bound by the Privacy Act. To find out what types of information is kept by RDAWA centres along with how information may be accessed, how file storage and movements are managed and the length of time records are kept, please refer to the Privacy and Confidentiality Policy which is in the Resource Manual at your centre.

Rights and Responsibilities

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

- Advocacy Policy
- Code of Conduct Policy
- Grievance and Complaints Policy
- Harassment Policy
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Service Access and Exit Policy

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

Access and Exit

Anyone seeking to use the services of RDAWA will be assessed on their relative needs and available resources. RDAWA 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 in the Resource Manual at your centre.

Copies of relevant policies and procedures are available for all to view at each centre in the RDAWA Resource Manual at your centre.

Alternatively they are available on request from the head office RDAWA 303 Cathedral Avenue, Brigadoon WA 6069 or call 9296 4655
Email: admin@rdawa.org.au