

Important information to support you - Video



At AccessCare we want to make sure you are aware of different factors that will assist you make choices, and so you know your rights and how your information is protected.

If you have further questions arising from this video or anywhere else, please never hesitate to contact AccessCare on 1300 819 200.

Your Privacy

We value your privacy and make sure any of your information is kept secure. We only collect enough information to provide you with a service and to meet the reporting requirements of the Commonwealth and Victorian Governments.

We store all of your personal information securely and destroy information in accordance with legal requirements. There may also be times when we refer to other health and community service organisations, but this can only happen with either your permission your Power of Attorney if you have one.

You have the right to access your personal or health information and if necessary, ask for it to be corrected or updated. We have processes in place for these requests and we also have processes in place if you are ever concerned about the way your personal information is being managed. If you would like more information, please refer to Your Home Support booklet or Package Agreement if you currently receive services from AccessCare or call us and we will happy to assist.

Support people or advocates

You can have someone speak with you or for you if that is your choice. Sometimes these support people are called advocates. An advocate is a person who can assist you or represent you in your dealings with others. They can be an informal advocate such as a family member or friend, or it can be a formal advocate such as someone you have given a Power of Attorney authority.

Charter of Rights

The Australian Government has published the Charter of Aged Care Rights and at AccessCare we respect these and encourage you to be aware of them. If you receive supports from AccessCare you will have received a copy of the Charter and AccessCare has also developed a Frequently Asked Questions document to help you understand the Charter of Rights. You can find the Charter of Rights on the websites of either of the Australian Government Department of Health, or the Aged Care Quality and Safety Commission. The Charter is available in a range of languages.

You are welcome to contact us if you would like a copy of either the Charter or the FAQ.

Making a complaint

We welcome and encourage feedback about what is going well and what can be improved. Your feedback, whether a compliment, suggestion or complaint is important to us and assists us to ensure the service is meeting your needs. If you prefer, an advocate can contact us on your behalf. We will never withdraw services or discriminate against you because of a complaint received. If you are unhappy then we want to work with you toward a satisfactory outcome. AccessCare has a documented complaints resolution process which you are welcome to either view on our website or contact us for a copy.

Reporting requirements

AccessCare is required to pass on some data about the people who receive services funded under Commonwealth and State programs. The information is used for planning purposes, to support planning of resources and availability of services to meet demand.

Government departments have adopted information privacy principles and use strict security measures to prevent unauthorised access to the database. It cannot be used to affect your entitlements or access to these services.

Dignity of risk

You have the right to live with risk. Dignity of risk is your right to have control over and make choices about your care, personal and social life, including where these choices involve personal risk.

Decisions that include risk-taking can support your feelings of worth, improve your social interactions, autonomy and health. It can help you to live independently and supports you to live how you wish to.

When you are working with AccessCare we support your right to live with risk in the following ways:

- We will ask you for your priorities and how we can help you reach your goals.
- We will respect your choices over others such as family members who you have not designated as your representatives.
- We will give you information to assist you make your choices.
- We want you to ask us questions, so we are clear on what you would like.
- We welcome your feedback, so we can adjust our supports to best suit you.

Your ideas or feedback

We want your thoughts on how things can improve and what is most important to you. Please contact us at any time and we will also contact you from time to time to ask for your thoughts and ideas. We would also love to hear from you if you are interested in providing us with feedback on specific documents, ideas or projects from time to time.

We can send you information on any of the above areas, or you can read them on this website. You are also welcome to call us on 1300 819 200 at any time and we will go over them with you and answer any of your questions.

We can provide printed information to you in languages of your choice or utilising interpreters, and in large print.

If you have any queries, please don't hesitate to call AccessCare on 1300 819 200

Please watch the other videos to learn more about how AccessCare can support you, and important information to help you select your Home Care Package provider.