



*Important information  
for clients about  
RDNS health and  
learning services*

 **RDNS**  
Your Health & Learning

1300 364 264

[rdns.org.au](http://rdns.org.au)



*Backed by 115 years  
of Australian  
Health Service  
Experience*

## Contents

About RDNS	3
Our Promise	5
Our Services	7
How to contact us	9
Service Quality	9
Your Privacy	11
Client Rights	12
Client Responsibilities	13
Dogs and Other Animals	15
Consumer Feedback	15
Community Reference Group	17
Advocacy Services	17



## About RDNS

RDNS was formed in 1894 and provides a variety of health and educational services both within South Australia and Queensland. In addition RDNS operates a Client Care Centre a 24 hour, 7 day a week health contact centre offering immediate access to telephone based nursing advice and direct connection to healthcare staff, General Practitioners and other service providers. Our fleet of vehicles travels over four million kilometers a year.

### **Our Mission**

To provide flexible health and care services to every Australian community, improving the quality of life and lifestyle choices to support people to continue to live independently.

### **Our Ambition**

Reshape in-community health and care in Australia by 2015.

### **Quality**

RDNS is accredited by the Australian Council on Healthcare Standards, Home and Community Care, and Service Excellence Program through the Department of Health and is committed to providing high standards of care and service.

### **24 Hour Home Care**

Depending on client needs, RDNS provides health care and support around the clock and can be contacted 24 hours a day, seven days a week on 1300 364 264.



## Our Promise

We promise to provide quality services, where and when it is needed from qualified professionals who care.

### To do this we promise:

#### Respect

- > You will be central to everything we do
- > You will be treated in a respectful and dignified way
- > Your privacy will be maintained

#### Service

- > You will receive a quality service
- > Our services will occur in partnership with you
- > Agreed expectations will be met
- > You will be informed about our services so that you have choice
- > You will be provided with information that is easy to understand
- > You can contact us any time

#### Continuous improvement

- > You are encouraged to ask service related questions
- > Your feedback is valued
- > You will be provided with services that are based on research and evidence

### How you will know we have kept our promise:

#### Respect

- > You will be addressed by your preferred name
- > Your calls will be returned
- > Your service will be at an agreed time
- > Required phone calls will be kept to a minimum
- > You will be treated courteously

#### Service

- > Your service will meet quality standards
- > You will know the name of the person you are dealing with
- > We will deliver on what we say
- > We will negotiate the nature of your service with you
- > It will be easy to begin and finish with our service

#### Continuous Improvement

- > We will respond to your questions
- > Your feedback is used to improve services
- > Concerns will be addressed openly, honestly and in a timely manner



## Our Services

Healthcare can be provided in your home or at a consultation room. Our services focus on the needs of:

- > People at any age who need care immediately following discharge from hospital.
- > Those who require Palliative Care.
- > Those with a disability and require assistance to manage their health care needs.
- > Those with a chronic condition or are frail and who with nursing care are able to remain in the community.

Our staff will work in partnership with you and your Medical advisors to identify and achieve your best possible health goals. Staff will start you on a clinical pathway with aims to assist your independence and management of your health condition. Your health goals will be reviewed with you as changes in your health condition occur.

### Your Visit/Appointment Schedule

RDNS uses state-of-the-art hand held technology to provide staff with daily work information and advice. The staff member may ask to use your telephone to ring in updated information to a 1800 free call number. This information may include a change to your next visit time or ordering of products for your next visit.

### Specialist Healthcare Services

RDNS offers an array of Specialist Healthcare Services from staff that has advanced training and experience.

#### These areas include:

Chronic Disease, Mental Health, Dementia, Continence, HIV/AIDS, Palliative Care, Immunisation (fee-for-service only), Wound Management, Infection Prevention and Control, Intellectual and Physical Disability.

We have a skilled team of health professionals to assist you in meeting your optimal health goals.

#### These include:

Nursing staff, allied health (podiatry, occupational therapy, physiotherapy), care worker staff (Certificate 3 and 4 qualified), domestic staff.

Support for families and carers, families and friends provide regular and ongoing care for many people who have a short or long term illness, who are frail or have a disability. Their care and support is invaluable. RDNS aims to provide information, education and support for a carer to support them in this role.



## How To Contact Us

RDNS can be contacted 24 hours a day through our Client Care Centre by phoning 1300 364 264.

**Please do not hesitate to contact us if:**

- > You require telephone-based nursing advice
- > You have questions or concerns regarding your care
- > You need information about other health and community services
- > You need to change a visit appointment time.

Anyone can make a referral to RDNS by:

- > Telephone 1300 364 264
- > Fax 08 378 5383
- > Internet [www.rdns.org.au](http://www.rdns.org.au)

Once we have received your referral, RDNS will discuss your care needs with you.

### **Fees and Account Enquiries**

Please contact the Client Care Centre on 1300 364 264 for up-to-date fee structures and information.

## Service Quality

RDNS is committed to providing a high quality and responsive service to you, your family and/or carer. If you have a concern about your care we will respond promptly and without reprisal. To ensure that we are able to provide the best possible service, we have several quality mechanisms in place to uphold your rights to:

- > Be informed of your rights and responsibilities by the visiting staff member
- > Provide feedback without reprisal
- > Privacy, confidentiality
- > Involvement in the care that you receive
- > Be reminded of your rights and responsibilities periodically

Please take time to understand your rights as a client, the expectations we have of your responsibilities, and the recourses available to you if you require additional information or support.



## Your Privacy

RDNS respects the confidentiality of information and privacy of individuals and has a Privacy Policy Statement that outlines the principles of access to information, protection, security, as well as the use and disclosure of that information. Please note that RDNS may release information about a client and carer (without identifying their full name and address) to a National Data Repository. This will enable the collection and analysis of information about the provision of services and their consumers. The information will be kept confidential and will be used for statistical purposes only. You have the right to refuse sharing of this information.

You have the right to access your personal information. A written request which includes proof of identification should be forwarded to the Chief Operating Officer, who needs to satisfy that every applicant is who they claim to be. This is to protect against improper disclosure. We will acknowledge your request within 14 days and will respond to it promptly. In circumstances where a substantial amount of information is requested, we may charge a fee to cover the cost of locating, retrieving, reviewing and copying the requested material. In some circumstances a request for information may be denied if the request poses a threat to life, health, privacy of an individual or is unlawful.

If you consider that RDNS has breached this Privacy Policy Statement or the National Privacy principles, or has not taken due account of your privacy in some other way, you can lodge a complaint by contacting us on 1300 364 264 or write to the;

Chief Executive Officer  
PO Box 247, Glenside SA, 5065.

If you are not satisfied with our response to your complaint, you can call the Commonwealth Privacy Commission's hotline on 1300 363 992.

If you would like further information or would like a copy of the RDNS Privacy Policy Statement, please contact RDNS on 1300 364 264 or download from our website at [www.rdns.org.au](http://www.rdns.org.au)

## Client Rights

### Clients, families/carers have the right to:

- > Receive services which meet your needs which are culturally and linguistically appropriate
- > Be involved in deciding the most appropriate care for your needs, receive sufficient information to participate in and be able to consent to all decisions about services (including referral to other service providers)
- > Refuse any aspect of service, care, sharing of your personal information with other services while being fully informed of the implications of such action
- > Nominate a (family member, carer, friend, representative or independent advocate) at any time to represent you and to communicate on your behalf with RDNS in accordance with your wishes (an advocate is someone who can put forward a response on your behalf)
- > An interpreter for communication in your preferred language or use other communication methods (such as sign language or National Relay Service)
- > Raise concerns or complaints without any risk of losing the service or being disadvantaged in any other way (including the ability to receive services in the future)
- > Understand how to raise a complaint or concern with RDNS by phoning RDNS on 1300 364 264 knowing that you will receive a letter of acknowledgement within 48 hours and that your complaint or concern will be investigated promptly
- > Be treated with courtesy and respect, have services delivered in a dignified and professional manner and have any questions fully answered
- > Have fair and equal access to services without discrimination and be informed about the health service fees that apply, methods of payment and a fee waiver process
- > Expect services to be of a high quality and at a safe standard
- > Check the identification of staff and know the name and professional status of staff before having them provide care your care
- > Be informed of other resources and services to promote, health, independence and well being
- > Mutually agreed appointment time for provision of care, and be advised of any delay of more than 30 minutes
- > Have all complaints formally recorded and receive a letter of acknowledgement within 48 hours of a complaint being lodged

## Client Responsibilities

RDNS have a legal obligation to ensure the health, safety and welfare of our staff. We therefore need you to provide a safe environment when staff visits you in your home or at any other location. You and any other persons in the home must:

### Clients, families/carers have the responsibility to:

- > Treat RDNS staff with courtesy and respect
- > Provide safe access to your home and a safe working environment when staff are providing a service for you
- > Notify RDNS of your preferences, including any 'house rules'
- > Be involved in your health care to achieve your health care goals
- > Notify RDNS about any change to circumstances or challenges staff may experience when providing a service for you
- > Request information or explanation from staff when you are unclear about the service being provided for you
- > Inform staff if you decide not to follow the agreed plan of care or when postponing or discontinuing arranged visits
- > Care for RDNS client health care records, supplies and equipment, returning any items to RDNS when no longer required, at discharge or upon request by RDNS
- > Make your RDNS client record available to those who need to know about your care
- > Follow any reasonable request from RDNS staff to assist with providing a service for you
- > Advise RDNS of any orders that relate to the services provided, such as Powers of Attorney, Advanced Directives or medical Power of Attorney, and provide access to copies of these orders
- > Not smoke during a visit or just prior to a visit
- > Help staff maintain a clean working area and allow the use of aids/equipment to help move or reposition the person receiving care
- > Optimise the prevention of infection by providing hand washing facilities such as liquid soap and paper towels (at times staff may use an alcohol based hand gel to disinfect their hands)
- > Reduce the risks of tripping or slipping both inside and outside of the home
- > Have electrical equipment, plugs and cords which are used by staff in safe working order and position
- > Ensure that advice provided by staff regarding the disposal of waste products is followed, as some waste products generated by the service we provide can be potentially harmful to you
- > Ensure third parties such as children are appropriately supervised to ensure that they do not interfere with potentially harmful procedures
- > If staff are visiting after dark they will require an outside light to be on and the number of your home to be clearly visible from the street



## Dogs and other Animals

Due to the large number of dog bites and cat scratches to our staff, RDNS require all animals to be isolated from RDNS staff at all times. This can be achieved by keeping your animal in another room or in a secured area outside. We ask our staff to assess any possible risks of injury and to take appropriate preventative measures.

### **Exemptions will be applicable for Guide Dogs and trained hearing dogs.**

Please note RDNS reserves the right to withdraw services or develop with you specific contracts of care where we consider it to be in the best interests of staff and /or client health, safety and wellbeing.

## Consumer Feedback

Clients, families and/or carers have the right to provide RDNS with feedback. To raise a complaint or concern or compliment with RDNS, simply phone RDNS on 1300 364 264.

For complaints or concerns, you will receive a letter of acknowledgement within 48 hours stating that your complaint or concern will be investigated promptly.

If you wish to discuss any aspect of your service, please tell us. You can either talk directly with the visiting staff member, ring us on 1300 364 264 or write to: Chief Operating Officer, PO Box 247 Glenside SA 5065.

If you prefer, you can ask a relative, friend or advocacy service to contact us on your behalf. If we are unable to reach a satisfactory solution, we may use the services from an independent mediator to help us resolve any issues you may have.

We aim to resolve all issues within 30 days and all concerns are managed in a confidential and sensitive manner.

Further support is available through the Health and Community Services Complaints Commissioner on 1800 232 007.



## Community Reference Group

The Community Reference Group (CRG) is a long established group of people who represent the community. CRG offer a community viewpoint and provides a valuable source of information and feedback to RDNS on how it serves and relates to its clients and their carers.

CRG assists the RDNS Board, Managers and staff to look at their work through the eyes of the people most affected by it. This 'reality check' helps RDNS to be more responsive, effective and relevant to clients and their carers.

The Community Reference Group includes former clients, carers and advocates, and has connections to many other community groups including Council On The Ageing (COTA), Multicultural Aged Care (MAC) and The Carers Association. If you would like to get in touch with the CRG you can write to:

The Chair  
RDNS Community Reference Group  
PO Box 247, Glenside SA 5065.

or call 1300 364 264

## Advocacy Services

- > Aged Rights Advocacy Service SA  
1800 700 600
- > Multicultural Aged Care SA  
(08) 82419900
- > Disability Advocacy Complaints  
Service SA 1800 088 325
- > Carers Association of SA 1800 815 549
- > Office of the Public Advocate -  
Guardianship SA 1800 066 969
- > Seniors Information Service SA  
8168 8776
- > Ethnic Link SA (08) 8241 0201
- > Malssa Inc SA (08) 8241 0201
- > Alzheimer's Australia 1800 100 500
- > Palliative Care Australia (National)  
(02) 6232 4433
- > Family Advocacy Inc SA  
(08) 8340 4450
- > National Disability Service Abuse  
and Neglect Hotline (National)  
1800 880 052



## Contact Us

PO Box 247, Glenside SA 5065

Tel **1300 364 264**

[enquiries@rdns.org.au](mailto:enquiries@rdns.org.au)

[rdns.org.au](http://rdns.org.au)