

Guide Dogs.

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My Service Standards

My Service Standards gives you information about what to expect from us, and what we expect from you. These are your rights and your responsibilities as a client at Guide Dogs NSW/ACT (Guide Dogs). By taking part in Guide Dogs services, you agree to comply with these Standards.

Your rights and responsibilities as a client at Guide Dogs

What to expect from us – your rights

We will:

- Show respect for you, your beliefs, your personal circumstances, and your identity.
- Help you decide for yourself what goals you want to achieve.
- Give you information to help you make decisions about the best services for you.
- Provide services that are safe, accessible and of high quality.
- Communicate with you in a clear, respectful, and timely way.
- Assist you to give feedback, make a compliment, or a complaint about your service experience.
- Keep clear and timely records of the services provided to you.
- Review your services and tell you the fees that might apply.
- Follow Australian privacy laws and only release information to third parties if:
 - you agree, or
 - required by law, or
 - our service agreement requires it.
- Comply with all relevant legislation, standards and codes of conduct.

What we expect from you – your responsibilities

You will:

- Give us correct information so we can best help you to meet your needs.
- Respect our staff, property, and other people using our services.
- Act in a way that means you and others are safe.
- Support us to create an environment free from harassment, bullying, discrimination, victimisation and vilification for everyone involved in service delivery.
- Tell us if you cannot attend an appointment and accept cancellation fees may apply.
- Tell us immediately if you experience a change in circumstances and/or your funding updates or changes.
- Accept responsibility to take reasonable care for your safety and willingly participate in risk management plans to mitigate exposure to risk during service delivery.
- Accept that any breach of your responsibilities may result in us ceasing services to you, as outlined in the Using GDN Services Policy.

You are welcome to

Use an interpreter

For free access to an interpreter you can phone 131 450 and ask them to call us on 1800 436 364. We can also help to arrange an interpreter.

Give feedback

We welcome and encourage feedback. It helps us to understand your experience and make our services better.

You can give feedback by:

- Talking to our staff
- Calling us on 1800 436 364
- Emailing feedback@guidedogs.com.au
- Completing our online [Feedback Form](#)
- Write to us at Level 1, 7-9 Albany Street, St Leonards NSW 2650
- Taking part in regular surveys

You can read our [Complaints Management Policy](#).

If you are an NDIS participant and you are not satisfied with how we have managed your complaint, you may contact the [NDIS Quality and Safeguards Commission](#).

If you are a My Aged Care client and you are not satisfied with how we have managed your complaint, you may contact the [Aged Care Quality and Safety Commission](#). Your copy of the [Charter of Aged Care Rights](#) is here.

Use an advocate

You have the right to bring a support person or advocate to Guide Dogs. An advocate is someone who can support you or talk on your behalf. Using an advocate can help you get the services you need. Your support person or advocate will also live out these Standards.

Privacy and confidentiality

Your privacy is important.

Guide Dogs is committed to the protection of your personal information and complies with relevant laws. We only collect information about you required to provide the services you ask for. You can ask to look at your file at any time.

Guide Dogs may use de-identified information for quality assurance of activities, research, and evaluation. We keep information about you for 7 years after your last service or until age 25 for children.

If you request a service that requires Guide Dogs to access a technology device, we may deploy remote access software to assist remotely. We will only do this if you have asked. For example, Assistive Technology services often require this assistance. Guide Dogs is not responsible for any unintended consequences.

If required, we may disclose personal information to funding bodies (where you have received services which those bodies have funded). You might be asked to give feedback to our review teams in person, by phone, or online. This is your choice. If you don't want to take part, just let us know.

You can read our [Privacy Policy](#) or contact the Privacy Officer on 1800 436 364 or email privacy@guidedogs.com.au for more information.

If you have a complaint related to personal information, and you are not satisfied with how we have managed your complaint, you may contact the [Office of the Australian Information Commissioner](#).

Funding

Our [Funding Position Statement](#), available on our website or on request, sets out how we utilise your external funding package and when we can utilise donor funding for your services.