

# DASSI Information Sheet: About DASSI

## Who are we?

DASSI is a leading not-for-profit organisation that provides home-based care for people of all ages. With over 25 years' experience, DASSI provides comfort, compassion, expertise and peace of mind to its clients.

As an organisation, DASSI is committed to a culture of continuous improvement and our services consistently conform to or exceed industry standards. Our support services are tailored to meet the individual needs of our clients – to maximise their personal choices and independence in building fulfilling lives.

Reflecting its track record of success, DASSI is a service provider of choice to around 120 government and community organisations.

## Our services

DASSI's range of services includes:

- Personal care – Bathing, showering, toileting, dressing, grooming and transportation to appointments and activities.
- Home care – Light house cleaning, bed making, light meal preparation, shopping and personal laundry.
- Specialist care – Helping with PEG feeds, respiratory support, ventilator, tracheotomy care and medication.
- Recreation and rehabilitation – Supporting clients to participate in recreation activities and to attend rehabilitation services.
- Post-hospital care – Services tailored to your specific needs following an injury or hospital treatment.
- Respite care – Offering carers a break through substitute care in the home.

DASSI provides an emergency after hours on-call support to assist clients and attendants who require emergency shift replacement or support outside standard office hours. The emergency after hours telephone number is 1300 135 087.



## Your rights and responsibilities

As a DASSI client, you have the right to:

- Fair access to services and supports based on funding obligations and available resources
- Planning and support that is tailored, flexible and appropriate to meet individual needs and personal goals
- Participate in decisions about services and supports received
- Be treated with respect and have personal information maintained in a confidential manner
- Participate in the life of the community
- Recognition of individual skills, abilities and potential and achieve valued roles in the community
- Raise complaints or disputes and have these addressed promptly and fairly
- Support from appropriately skilled and competent staff
- Freedom from abuse and neglect
- Seek an alternative service provider and cease service at any time with DASSI.

In return, we ask you to:

- Recognise and respect the rights of other people including attendant support workers and Service Coordinators
- Abide by all statutory and legislative requirements including maintaining a safe workplace and a workplace that is free from unlawful discrimination and harassment
- Support us in providing a safe working environment
- Care for your own health and well-being as much as possible
- Accept the consequences of your decisions
- Advise your Service Coordinator of any changes that may affect your support plan.

## Protecting your privacy

At DASSI, we respect our clients' rights to privacy, dignity and confidentiality. Our formal Privacy Policy and Privacy Procedure outline our approach to meeting the requirements of privacy legislation and standards. We ensure that personal information is:

- Collected and used appropriately
- Accurate, complete and current
- Stored and managed in a way that protects it from misuse, loss, unauthorised access, modification or disclosure
- Only released where consent has been given, or as required by law.

Please contact us if you would like a copy of the full privacy policy and procedure documents (available in English).

## Complaints

We treat complaints about our services seriously and will handle all complaints in a fair, respectful, confidential and timely manner. We also welcome your general comments and compliments about our services.

You can submit a complaint in writing, by telephone, by fax, via our website, or in person. Our contact details are at the end of this information sheet.

When making a complaint, please give us the main facts in your own words, including:

- What happened and who was involved
- The date and time it occurred
- If there were any witnesses
- The impact it has had on you
- The outcome you are seeking through your complaint.

Please contact us if you would like a copy of the full complaints policy and procedure (available in English).

## Support, information and advocacy

DASSI can provide information and support to assist you in specific matters, including access to advocacy or other independent support. This information can help you understand your rights and responsibilities, access services and planning, make decisions and choices, or make a complaint.

External advocacy services are located throughout metropolitan and rural Victoria.

Our website also offers general information, links and resources to support you.

## Access

This information sheet is available in several languages and in a pictorial version. Our website also offers useful information for current and potential clients. Please contact us if you need help to access or understand our information.

For more information call us at DASSI on

**1300 032 774**

or visit our website [www.dassi.com.au](http://www.dassi.com.au)

