

# DASSI Information Sheet: Client Information – Pictorial Format

This information sheet is in clear and simple language, with pictures, to support your understanding.



Please contact us if you need more help to understand this information. We also have information in some other languages.



Information is also on our website: [www.dassi.com.au](http://www.dassi.com.au).



## About DASSI

DASSI provides care at home for people of all ages. DASSI can help with:



- Personal care – Bathing, showering, toileting, dressing and transport.
- Home care – Light house cleaning, making food, going shopping and doing laundry.
- Special medical care – Helping with PEG feeds, respiratory support, ventilator, tracheotomy care and medicine.
- Recreation and rehabilitation – Helping clients to go to appointments and activities.
- Care after time in hospital – If you need help when you come home from hospital.
- Respite care – Giving carers some time off by helping in the home while they take a break.



DASSI also has an emergency telephone number to help after hours. The telephone number is **1300 135 087**.

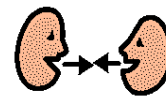


## Your rights and responsibilities



As a client of DASSI, you have the right to:

- Services that meet your individual needs, provided by suitable staff
- Get information in a way you can understand
- Have choices and make decisions
- Be treated with respect
- Your personal information being kept private
- Ask for independent support, like an advocate
- Complain or give other feedback
- Freedom from abuse and neglect
- Stop your service with DASSI at any time.



## As a client of DASSI, please:

- Respect the rights of other people, including DASSI support workers and coordinators
- Follow the law
- Provide a safe working environment for workers in your home
- Care for your own health as much as possible
- Be responsible for your own decisions
- Give us information to help us work with you.



You can ask for independent support at any time. For example, you might want an advocate to give you information on your rights and help you find suitable services and support.



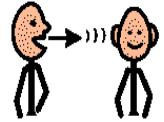
## Access

This information sheet is available in several languages and in this pictorial version. Please contact us if you need help to access or understand our information.

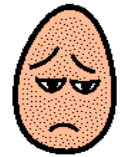


## Feedback and complaints

It is important for us to hear what we are doing right, or if you have a problem or complaint. We use your feedback to improve our service.



We take complaints about our services very seriously. If you have a problem or complaint, talk to your Service Coordinator first. Tell them what happened, when it happened, and how we can make things better for you. You can also speak to a manager or we can help you get support from an external advocate.



We follow a process when you make a complaint. We will be fair and respectful, and your complaint will be handled in a confidential and timely manner. We aim to sort out your complaint within 28 days of receiving it.



You can submit a complaint in writing, by telephone, by fax, on our website, or in person.

If you are not happy with how we handle your complaint, you can contact the Disability Services Commissioner, on **1800 677 342** or [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au).

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

## Protecting your privacy

We follow the law to make sure your personal information is kept private.



We only use your personal information to provide our service to you. We do not give your information to anybody else, unless you give us your permission or we are asked to do so by law.



You can ask us if you want to see your information, or make any changes to your information.

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

More information on privacy is available from Privacy Victoria, on **1300 666 444** or [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au).

## Support, information and advocacy

We can give you information and support to help you understand your rights and responsibilities, get the right services, make decisions and choices, or make a complaint.

We can also help you get support from an external advocate. An advocate is someone who speaks on your behalf.



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

DASSI acknowledges the Pictorial Dictionary produced by The Victorian Advocacy League for Individuals with Disability Inc ([www.valid.org.au](http://www.valid.org.au)).

For more information call us at DASSI on  
**1300 032 774**  
or visit our website [www.dassi.com.au](http://www.dassi.com.au)

