

Duties of Thyme Cottage

The duties of Thyme Cottage service are to:

- to ensure residents' are treated with dignity and respect;
- to ensure premises and fixtures are maintained in good repair;
- not unreasonably interfere with a resident's right to privacy and proper use and enjoyment of the premises;
- to take reasonable measures to ensure the security of a resident's property;
- be accessible to residents by providing contact details;
- ensure that the residents receive any necessary information in a form they can understand.

CAUSE FOR CONCERN?

Thyme Cottage staff endeavour to provide a high quality service to both carers and care recipients. It is the intention of the service to be responsive to requests, to provide timely assistance and to meet the expectations of all participants using the program.

If there is cause for concern about responsiveness or quality of service it is important for such concerns to be conveyed to the manager of Thyme Cottage.

Any concerns or complaints that you feel unable to address directly to the staff should be addressed either verbally or in writing to:

The Director, Aspire, PO Box 683 Warrnambool 3280.

Thyme Cottage Contact Details

Email: jsedgley@aspire.org.au

Phone: 5562 7914

Address: 5 Banyan Street Warrnambool

Sage Hill Carers Service

Contact Details

Email: sagehill@aspire.org.au

Phone: 55651 5261

Aspire

Contact Details

Email: aspire@aspire.org.au

Phone: 5560 3000

Mail: PO Box 683 Warrnambool 3280

Web: www.aspire.org.au



Thyme Cottage Rights, Responsibilities & Grievance



Your Rights Include:

- The right to be treated with respect and dignity;
- The right to privacy and confidentiality;
- The right to information that is understandable to you;
- The right to request accurate and up to date information on services available to you;
- The right to be asked about your needs and preferences and to be involved in decision making;
- The right to have any complaints dealt with fairly;
- The right to have your cultural needs respected;
- The right to receive a professional and ethical service;
- The right to a safe and secure environment.

Your Responsibilities Include:

- To enjoy your stay!
- To respect the privacy, dignity and confidentiality of other Cottage users ;
- To tell staff if you don't understand what you have been told about the service;
- To report any complaints to the manager;
- To comply with the Thyme Cottage Respite Agreement;
- To be responsible for any damage or loss of property (other than normal wear and tear) belonging to the Cottage.



Duty of Care:

- As professional workers, Thyme Cottage staff have an ethical and legal obligation to make a report when a service user demonstrates significant risk or intent to harm themselves or others. This duty of care obligation can override confidentiality provisions. If staff that they must make a report, they will inform the service user.
- If you have any questions or concerns regarding duty of care, or you would like more information, please feel free to discuss it with the manager.

Complaints:

Complaints give us the opportunity to review and improve our service and are welcomed by Thyme Cottage.

- All complaints and grievances will be responded to swiftly and your right to privacy is respected at all times.
- All complaints are treated seriously and will be investigated fully.
- It is your right to have an advocate or person of your choice to support you.
- Aspire Comments Sheets are provided for you to express any concerns or grievances in writing.
- Please feel free to discuss any concerns or issues with Thyme Cottage staff.