



# Carer Support Program Information and Expectations

Thank you for connecting with the Arafmi Carer Support Program.

Following is important information about rights, expectations and how to give feedback to ensure safe and supportive services and programs are provided. We ask you to take a few minutes to familiarize yourself with this so you have a clear understanding of the Arafmi Carer Support Programs and what you can expect.

## About Us

Arafmi is a not-for-profit community organisation that has been providing quality services to the Queensland community for over 40 years. Arafmi Queensland was formed by families of people with mental illness.

## What We Do

### **At Arafmi our mission is:**

*To enhance the wellbeing of people with mental illness, their families and carers by providing quality support, education and advocacy services*

### **Arafmi offers a range of programs specifically for carers including:**

- 24 hour carer support telephone line
- In person, online and phone counselling
- In person and online support groups
- Information and education sessions to support carers and increase their knowledge, confidence and skills
- Information and assistance to connect with community supports and organisations
- Events including retreats

### **In addition to this Arafmi offers National Disability Insurance Scheme (NDIS) services that can support carers including:**

- Assistance to understand the NDIS and apply for access
- Core and capacity building supports including in home and community supports
- Accommodation including respite and supported independent living
- Support Coordination

## Carer Rights and Responsibilities

### You have the right to be treated well

- We will treat you with respect and dignity
- We will treat you fairly and behave with honesty and integrity.
- We will protect your personal information and only use it for the right reasons.
- We will plan and provide safe, quality services that are sensitive to individuals needs including age, lifestyle and cultural background.
- We will respect differences of opinion and approach any differences in an open and non-judgmental way

### You have the right to participate

- You have the right to safe and comfortable places for supports and programs including online programs
- You have the right to make choices and decisions about services you receive.
- You have the right to be consulted, have your opinions heard and be involved in planning where possible and appropriate
- You have the right to information you need to make informed choices.
- You have the right to have someone assist you to participate and be involved.

### You have the right to speak out

- You have the right to provide feedback including complaints about services.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or to talk with a relevant external organisation

### Your carer responsibilities include

- Let us know what supports you need and how you want to receive these (e.g. over the phone, with an interpreter)
- Inform us of any relevant changes e.g. change of contact details
- Let us know as soon as possible if you are unable to attend an appointment or event so we can try to reschedule an appointment or offer the space to another carer
- Choose someone to support you to make decisions if needed e.g. another family member.
- Treat other people with fairness, honesty and respect.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services.

### Other useful documents relating to Carers rights include:

- The Queensland Carers Charter [Queensland Carers Charter \(dsdsatsip.qld.gov.au\)](https://www.dsd.satsip.qld.gov.au)
- The rights of carers in relation to the Mental Health Act 2012s [Rights of family, carers and other support persons - Mental Health Act 2016 - fact sheet](#)

## Privacy

Arafmi follows relevant privacy laws to make sure your information is kept private. These laws say how we can collect and store information, who can see your information and what we can do with your information. As a carer connecting with Arafmi you can expect the following relating to privacy.

### Your information belongs to you

- When you have contact with us you can be asked for personal information.
- We appreciate this information belongs to you and can be sensitive in nature.
- We will only ask for information we need, explain why we need it and gain your permission to collect, store and share this information. This includes having your consent prior to recording material in visual and/or audio format.
- Arafmi maintains very limited information about carers. We will only collect and store personal information that is considered essential for effective operation of Arafmi and the services for carers e.g. contact details for membership database, contact details to send newsletters and reminders for appointments.
- When collecting information for planning and reporting purposes we will only collect what is needed for these purposes and de-identify information for reporting and when personal details are not needed to provide supports.
- Arafmi respects individuals' choice not to share their name and or personal details when contacting Arafmi. We may however be limited in what supports we can provide if we aren't provided with certain details.
- For counselling appointments, the counsellor will explain what records are maintained and why. These are all held securely and remain confidential.
- You have the right to request to see information we record too. Just ask us if you would like to see any relevant personal records.
- If you don't understand why we need information, please ask us.

### Keeping your information safe

- Arafmi will protect your information and only use it for the right reasons, and only show people who need to know.
- We will maintain confidentiality within Arafmi at all times
- Your information and details will only be released or transmitted if you give relevant consent or we are required to share this by law. e.g. if you would like to be referred to another service we would gain your consent before making the referral and sharing personal details to a third party
- We will protect your privacy and make sure personal paper and electronic file / information is stored securely

### Keeping your information up-to-date

- If your information is not kept up to date you may miss out on opportunities and important information and events.
- Moved house? New phone number? New email address?— please let us know if there are any changes to your details and we will update our records.
- If you need to cancel or rearrange a booking / appointment, please let us know.

- If you would like to opt out of marketing, e.g. receiving newsletters, please let us know so we can remove your details from the listing

## Feedback – Compliments, comments & complaints

- Your feedback about the supports, programs and information provided to carers is important. This helps us to understand what is working well and what needs to be adapted and improved.
- We will actively seek your feedback e.g. through surveys and you can also provide comments, compliments and complaints at any time.
- When we receive feedback, we will listen and respond as quickly as possible.
- Your complaints will be kept private and only discussed and shared with relevant people e.g. with the Manager of the Carer Support Program to review and respond to the complaint.
- If you want to make a complaint you are encouraged to provide clear feedback and details as soon as possible so we can aim to respond to this and resolve this concern at a local level as quickly as possible.
- You can complain anonymously however if you don't share your name or contact details we may be limited in how we can respond to your feedback.
- At times we use deidentified compliments and comments as testimonials about supports. This can assist new carers to understand what they could gain from participating in a workshop, support group etc.
- If you need assistance to provide feedback please ask a member of the Carer Support team, a family member or friend, advocate or other person you feel comfortable with.

You can provide comments, compliments and complaints to the Carer Support Team about any aspects of the programs and supports in the following ways:

Phone: 07 3254 1881  
Email: [carersupport@arafmi.com.au](mailto:carersupport@arafmi.com.au)  
Write: PO Box 248 New Farm Qld 4005

If your feedback is of a sensitive or private nature you can email Alex Tyson (Service Delivery Manager – Carer Supports) at [alextyson@arafmi.com.au](mailto:alextyson@arafmi.com.au)

If you are not satisfied with our response, you can then request a meeting to discuss the matter further with the CEO or their delegate.

If you have a serious complaint and don't feel able to complain directly to Arafmi you can contact the **Queensland Ombudsman**

Phone: 3005 7000 or 1800 068 908 (Toll free outside Brisbane only)  
Online: [Make complaint - Queensland Ombudsman](#)

If you have a complaint relating to privacy or would like further details about privacy rights you can contact the **Office of the Australian Information Commissioner (OAIC)**

Phone: 1300 363 992 | TTY: 133 677  
Speak and Listen: 1300 555 727  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Write: GPO Box 5218, Sydney, NSW, 2001  
Web: [www.oaic.gov.au](http://www.oaic.gov.au)

The **NDIS Quality and Safeguards Commission** accepts complaints about NDIS funded services only. If you have a complaint that is directly related to one of the Arafmi NDIS funded services you could contact the Commission. (Please note - this would not be apply for complaints about Arafmi Carer Support programs)

Web: [www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)  
Phone: 1800 035 544  
TTY: 133 677

Thankyou for taking time to reading this information and working with us to ensure positive, safe and supportive programs are provided for everyone.

If you would like further information about the above, have any queries or would like to receive a copy of any of the following relevant policies please let us know:

- Policy 1.13 Confidentiality and Privacy
- Policy 1.13.1 Website Privacy Policy
- Policy 1.14 Feedback, Complaints and Appeals Policy
- Policy 1.15 Permission to Obtain and Released Information
- Policy 1.10 Service User Rights and Responsibilities
- Policy V7 Whistleblower Policy

Arafmi Carer Support Team

[carersupport@arafmi.com.au](mailto:carersupport@arafmi.com.au)