

## Contact

### Family Services North & West Metropolitan

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### Family Services Bendigo

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Bendigo VIC 3550  
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### Baptcare (Central office)

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(PO Box 230 Hawthorn VIC 3122)  
Ph 03 9831 7222  
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Email [info@baptcare.org.au](mailto:info@baptcare.org.au)  
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Baptcare seeks to empower individuals to reach their full potential in all aspects of their life and to strengthen communities so that no one is left isolated, lonely or in need. At Baptcare, we see what could be, not what is. All donations over \$2 are tax deductible.

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ABN 12 069 130 463



## Family Services Your rights and responsibilities

Respect

Justice

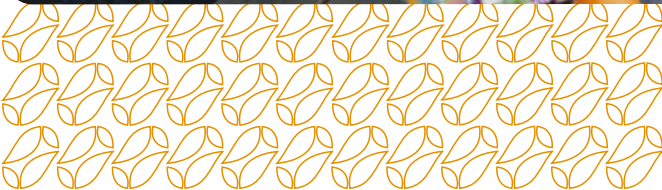
Commitment

Integrity

Accountability

Co-operation





## Responsibilities

Baptcare's family services division has a responsibility to provide quality services and to ensure that the services provided meet the needs of children, young people and families.

## Legislation

Baptcare completes regular reviews of its services in accordance with the legislative requirements of the following Acts:

Children, Youth and Families Act 2005  
Child Wellbeing and Safety Act 2005  
Disability Services Act 2006, and  
Mental Health Act 1986

## What are your rights and responsibilities?

### 1. Respect and dignity

You have the right to be treated with respect, courtesy and dignity. The same is expected of you towards all Baptcare staff.

### 2. Provision of a safe working environment

You have a responsibility to provide a safe working environment for staff. Examples of a safe working environment are:

- No smoking. When staff come to your home they are not allowed to smoke. We also expect that you or any other person in your household will refrain from smoking when our staff are present.
- Pets should be left outside or confined in a different room when a staff member is present.
- Prior to staff visiting your home, you need to ensure that you inform the staff if you have any unexpected visitors.
- If someone in your household is ill you need to inform the staff member prior to the visit.

### 3. Privacy and confidentiality

In the course of providing our services, personal and sensitive information is collected, recorded and held by us. Your privacy is important to us and we are committed to protecting the information we collect, monitoring its use and maintaining its integrity.

Personal and health information will only be collected where it is necessary for the primary purpose for which you are involved with Baptcare. The confidentiality of this information will be protected, unless there is a legal or ethical reason to make an exception to this.

You can apply to access your own information or

seek amendment to it if you believe it is incorrect. In collecting and handling such information Baptcare is bound to adhere to the following Federal and State legislation:

- Information Privacy Act 2000 (Victoria)
- Health Records Act 2002 (Victoria)
- Privacy Amendment (Private Sector) Act 2000 (Commonwealth).

If you wish to access any personal information held by Baptcare's family services division, please put your request in writing to the General Manager Family Services.

### 4. Information

You have the right to know about services, so you can make your own decisions. Information will be provided explaining which services are available through Baptcare. Staff can also help you with information about other services you might need and the best way to contact these services.

### 5. Decision making

You have the right to make choices about the services you want and you are encouraged to decide how best the services can meet your needs.

You have the right to refuse or terminate services. If you choose not to use our services this decision will not prejudice any further attempts to access services.

### 6. Resolving problems

Most issues can be resolved promptly. We encourage you to follow these steps in the event of a problem:

- Contact your worker who will try to resolve your concern.

- If your concern is not resolved to your satisfaction, you can contact the worker's supervisor or manager.
- If a resolution is not reached, the matter will be referred to the General Manager Family Services.

All concerns will be recorded and followed up. Any concerns which involve a breach of rights of any person and are of a serious or criminal nature will be reported to the relevant authorities. At any stage you can ask for someone to help you or to advocate on your behalf, as well as for interpreters or translators if needed.

You have the right to appeal elsewhere if you consider that the matter has not been resolved to your satisfaction. You may wish to contact, for example:

#### The Department of Human Services

03 9412 5333

#### Disability Services Commissioner

1800 677 342 (free call)  
1300 728 187 (local call)

#### The Office of the Public Advocate

1800 136 829

#### The Equal Opportunity Commission

03 9281 7111

#### The Ombudsman (State, Local, Police)

03 9613 6222

### 7. Feedback

In order to achieve quality services the staff, carers and volunteers of Baptcare value feedback from you. There will be opportunity for you to provide feedback about the services you receive at Baptcare and to help us improve services.