

When you use our services, you can expect:

- a **free, high quality, respectful** and **confidential** service that treats you with **fairness, dignity** and **honesty**, is easily accessible and does not judge you, make assumptions or discriminate on any grounds whatsoever
- to feel and be **safe** and comfortable and free from any danger and all forms of physical, sexual, emotional and/or verbal abuse
- to receive a timely service if it matches your need and we are funded to provide it
- to receive **support** that acknowledges all the unique circumstances and stories of your life and helps you **reimagine** and move in the direction of your **hopes and dreams**
- to be provided with a **range of suitable referral and support options** so you can make a decision on who you prefer to work with
- **purposeful** interactions with workers that focus on you, your strengths and needs, and encourage your **active participation in choices and decisions**
- to participate fully in the development of your and your children's individual support plans that also include support by other agencies
- our **acceptance** of 'what is' for you and understanding that change happens in small steps
- to join in with our activities and events and have **ordinary living valued**
- to be offered opportunities for you to **give us feedback** and suggestions about how we can improve the services we offer and **make a complaint** about our service that is investigated and resolved fairly, honestly, and in a timely way, and continue to receive our service without discrimination because of the complaint or any appeal

When you use our services, we expect that you will:

- at all times be respectful of others, including staff, volunteers and other clients and the property of others
- provide accurate information about yourself to staff in order to receive the best support and assistance
- be an active participant and engage with staff, including taking part in case planning and management sessions and fulfilling your commitments under your case plan, or seek to renegotiate it
- participate in the service in a fit state and not under the influence of drugs or alcohol
- keep appointments or give notice as early as possible if unable to attend
- maintain confidentiality regarding information about other clients or participants in groups or programs
- tell us if you are not happy with the services you receive or the way in which they are provided

You can expect that our staff will:

- be aware of, adhere to and promote the rights and responsibilities of our clients
- ensure children are regarded as clients in their own right and linked to suitable responses
- provide spaces that are culturally and physically safe

- ensure you understand the information regarding your rights and responsibilities, and how to make a complaint, at the time of first contact by presenting it in a way that suits you, whether that be verbally, written or through interpreter services
- explain all options available to you and any fees that are to be charged
- remind clients involved in groups and programs of the importance of maintaining the privacy and confidentiality of other service users
- identify and act upon any compromise of safety to clients and other staff
- maintain client confidentiality unless required by law, duty of care or given consent to do otherwise and to explain what this means
- listen to your story and not assume we know what's best
- encourage and support change for you that can continue when you leave our service
- foster collaborative relationships with other community services that could be helpful to you
- welcome your feedback and suggestions to help us continuously improve our service to you
- be accountable to you and our funding body for our work practices

Your privacy and protection of your information

Privacy: You have the right to

- choose what personal information to tell us
- be fully informed about why we collect your information, your rights around informed consent for data collection and your choice to rescind your consent at any time without penalty
- be fully informed about what information may not be protected where we have a legal obligation
- be fully informed about how we use and store your information securely
- check your personal information at any time to see that it is correct

You can expect that our staff will:

- only collect the information that is necessary to assist your support
- make sure all client files and information are kept safely and securely
- keep your information confidential and not release it to any other party, without your consent except as may be required by the law or our duty of care to your children

Complaints: What you can do

If you are unhappy with our service, you have the right to complain and make us aware that we could do better. You have the right to:

- complain and not be penalised for doing so
- receive help to make a complaint
- have a support person present
- have your complaint considered promptly and fairly by the Impact Eurobodalla Board
- receive a written response to your complaint within 21 days
- request the Board review the outcome

How to complain

You may contact the:

✓ impact Business Coordinator

Phone 02 4474 2512

Mobile 0457 747 742

Email francesca@impacteurobodalla.org.au

or write to the Chairperson, Impact Eurobodalla Inc Board c/-

PO Box 107

Moruya NSW 2537

or email online at

www.impacteurobodalla.org.au

If you are not satisfied with the outcome you can contact:

NSW Ombudsman

Toll free 1800 451 524 or

NSW Community Services

Phone 02 6229 7202

✓ impact Eurobodalla

“making the most of community possibilities

“a unique collective impact and social innovation opportunity made possible by funding from the NSW Family and Community Services to provide and enhance supports to disadvantaged and vulnerable people”

What YOU can expect from US

Your privacy and complaints

Our commitment to you:

✓ impact will work with you in a **culturally safe** and **respectful** way to make sure you receive the best possible support and assistance. We will ensure you have adequate information about:

- your rights and mutual obligations when you use our service,
- how your privacy is protected,
- how we keep your information confidential to the extent permitted by law and what this means,
- data collection and consent,
- how to withdraw consent, and
- how you can make a complaint

Information will be displayed at our workspaces, on our website www.impacteurobodalla.org.au and provided to all new clients in leaflet form