

OZ CHILD SERVICES

YOUR RIGHTS AND RESPONSIBILITIES

As a client of Oz Child, you have rights and responsibilities. This flyer will assist you in understanding what you can expect from the Oz Child services and its staff. It also outlines your responsibilities when you are receiving a service and has information on how to make a suggestion, comments or a complaint.

YOUR RIGHTS

These apply equally to both you and your legal guardian

Your Rights Are:

- To a prompt and a respectful service
- To quality services, within available resources from appropriately trained staff
- To receive clear information regarding the service to be provided
- To be actively involved and informed in all decisions or actions that relate to you and your family
- To consent or refuse participation in any educational or research projects
- To consent or refuse to have students present when staff are working on your case
- To involve an advocate (friend, family, interpreter) at any time to support you
- To be given information about Oz Child's privacy policy and statement of intent
- To read or be read the confidentiality agreement and to sign this if you agree with it
- To be provided with an exchange of information form for signing by yourself if the worker requests to seek information from other person/s
- To be explained what documents are required to be completed by the worker and yourself
- To access to your case records and the opportunity to the correction of any inaccuracies
- To be provided by staff information about making any suggestions, comments or complaints (please see reverse)

YOUR RESPONSIBILITIES

Your Responsibilities Are:

- To make every effort to keep appointments and inform the service in adequate time if you are unable to attend your appointment with staff
- To be respectful and courteous to staff and others who are assigned to your case
- To appreciate that if you are late for an appointment that you may need to reschedule with the staff member for another day
- To ensure that the Oz Child staff member assigned to you is given relevant information so that the most appropriate service can be provided to you
- To ensure that staff are provided with a safe and comfortable environment by;
 1. Not smoking around staff members
 2. Not being under the influence of illicit drugs or alcohol when meeting with staff
 3. Ensuring that all large dogs etc are kept secured when staff are visiting
- To provide feedback, both positive and negative on any issue related to the service that you are being provided with, so that improvements may be made where required
- To advise the staff if you are planning any change of address or contact details or any other relevant issues regarding your family whilst Oz Child are assisting you

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OZ CHILD'S SERVICE STANDARD AND RESPONSIBILITIES

In providing Oz Child's services, the following responsibilities will be met by all staff:

- To operate the service within the principles of the Best Interest Framework in line with the Children, Youth and Families Act 2005 and any Quality Standards as they apply to the program/service being provided
- To ensure that the service is operating in line with the Information Privacy Act (2000) and the Victorian Health Records Act (2001)
- To operate within the guidelines of the Freedom of Information Act
- To provide the best possible service it may be necessary for staff to discuss some or all of your situation with other Oz Child staff team members
- To seek to your consent if staff are required to exchange information with other agencies or services. The only exceptions would be;
 1. when information must be disclosed to ensure a person's safety
 2. when protection of children is involved
 3. when required by law or professional reporting requirements e.g. Freedom of Information Act or Court Subpoenas
- To ensure that access to the service is without discrimination and on the basis of need and Oz Child's capacity to meet that need
- To inform you about the details of the service to be provided, including your rights to make any suggestions, comments or complaints about the service, in both verbal and written form
- To actively encourage you to be involved in any decisions and your service delivery planning
- To ensure that you have accurate and up to date case records and that all information about you will be kept stored safely and secure
- To ensure that when handling your personal information in the workplace that Oz Child apply the Information Privacy Principles within all our work
- To enable service users to provide relevant feedback that would assist in ensuring a continual improvement of the services provided
- To ensure that Oz Child provide services that are respectful, welcoming and culturally responsive to Aboriginals or people from CALD backgrounds
- To make sure that if the service you are provided is in the Oz Child's premises, that this will be a safe, secure and welcoming environment

SUGGESTIONS, COMMENTS AND COMPLAINTS

- You can make a suggestion, comment or complaint verbally or in writing
- Any complaints can be made to the person concerned in the first instance, but if this is not possible there is a process within Oz Child's Suggestion, Comments and Complaints Policy that will be undertaken to ensure that your complaint is addressed
- Oz Child's policy is to investigate all complaints and respond to you in a timely manner
- You may ask the Oz Child staff member for a copy of the Suggestion, Comments and Complaints Policy and Form or **you may access this from Oz Child's web site on www.ozchild.org.au**
- You have a right to continued access to the service during and after making a suggestion, comment or complaint