

Clients' Rights

- The right to respect for your individual human worth and dignity and to have your cultural and religious beliefs considered.
- The right to be free from abuse, neglect, violence and preventable injury.
- The right to be treated with courtesy.
- The right to be assessed for access to services without discrimination.
- The right to be informed and consulted about services on offer and about decisions and interventions that affect you or your family.
- The right to choose from available alternatives and/or withdraw from services and to be made aware of any consequences of this.
- The right to pursue a complaint about service provision without retribution.
- The right to be assisted by an advocate of your choice.
- The right to receive good quality, punctual and reliable service.
- The right to privacy and confidentiality.
- The right to access information held about you.

Clients' Responsibilities

- To respect the human worth and dignity of Doncare staff and other clients.
- To treat Doncare staff, volunteers and clients with courtesy.
- To be responsible for the result of any decisions you make.
- To play your part in helping Doncare provide you with services.
- To provide a safe work environment for staff and volunteers and help them to provide you with services safely.

doncare

Doncare is funded by:

- Manningham City Council
- Victorian Department of Health and Human Services
- Australian Government Departments of Social Services and Health
- Philanthropic grants
- Doncare's Opportunity Shops
- Donations



Doncare relies on volunteers and donations to provide our services. Donations of \$2 or more are tax deductible.

Doncare is committed to adhering to the Victorian Government's Child Safe Standards which are embedded in our organisational culture and reflect our commitment to the safety and wellbeing of children and young people.

Doncare also values the diversity of its community and provides inclusive services to people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander communities, and people who are gay, lesbian, bisexual, transgender or intersex.

Interpreters available by appointment

(for Information and Emergency Relief, Family Violence Prevention & Recovery, Family Services and Social Support)

For language assistance call (TIS) 131 450

Για εξυπηρέτηση διερμηνέων καλέστε (TIS) 131 450

Per assistenza linguistica chiami il (TIS) 131 450

如需語言幫助，請撥打 (TIS) 131 450

للمساعدة في اللغة إتصلوا بخدمة الترجمة الهاتفية (TIS) على الرقم 131 450

doncare

Doncaster Community Care and Counselling Centre Inc.

Clients' Rights and Protecting your Privacy

Doncare is a not-for-profit community services organisation that provides services across all life stages.

SUPPORT

STRENGTHEN

EMPOWER

Suite 4, Level 1, MC2, 687 Doncaster Road,
Doncaster Victoria 3108
T (03) 9856 1500
doncare@doncare.org.au | www.doncare.org.au

Protecting Your Privacy

The services at Doncare are bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000, the Privacy and Data Protection Act 2014, Australian Aged Care Act 1997 and Victorian Health Records Act 2001. These Acts, and the Privacy Principles, describe your rights and how your information should be handled. A copy of these are available on request.

The Family Violence Information Sharing Scheme and the Child Information Sharing Scheme allow Doncare to request and share information with other prescribed information sharing entities without consent in certain circumstances. These schemes are set up under the Family Violence Protection Act 2008 and the Child Wellbeing and Safety Act 2005 respectively.

For more information on the schemes visit www.justice.vic.gov.au/information-sharing. Any complaints should be directed to the relevant Doncare program manager. If no satisfactory outcome is achieved, see the complaints procedure at <https://ovic.vic.gov.au/>

Why do we ask for personal information?

The information held about clients briefly documents what happens during your interview or counselling session and enables us to provide you with a relevant and informed service.

What information is kept?

Personal information includes your name, date of birth, address, contact telephone number and correspondence or any other information that is relevant to the service being offered.

Where is this information kept?

Doncare takes all reasonable steps to protect information that we hold (including your personal information) from misuse, loss, unauthorised access, modification or disclosure. Doncare takes all reasonable steps to hold your information secure in both an electronic and physical form. Our information is stored in access-controlled premises or in electronic databases requiring logins and passwords. Within Doncare, all staff (including volunteers) access to confidential information is subject to confidentiality obligations.

Is everything on my file confidential?

All personal information gathered by Doncare remains confidential and secure except when:

- It is subpoenaed by a court of law.
- Failure to disclose the information to an appropriate person would place you or another person at risk.
- Your prior approval has been obtained to discuss the material with another person.
- Your prior approval has been obtained to provide a written report, such as to a doctor or lawyer.

Access to Records

You can request at any time personal information we may hold about you. We may charge a fee where access is provided. Requests by clients for information contained in their files should be lodged in writing with the Chief Executive Officer at Doncare. These requests will be responded to within seven working days and an appointment made, if necessary, for discussion. We may refuse to provide access to information held about you in situations where the National Privacy Principles allow us to do so. If we refuse access we will give a reason for doing so.

Research and Evaluation

Doncare is obliged to submit statistical data to our funding bodies including the Victorian Department of Health & Human Services and Australian Department's of Social Services and Health. No names are attached to this data, so your confidentiality is not at risk. Details collected relate to demographics and to how our time is allocated.

Feedback and Complaints Procedure

If you have a concern about any aspect of your contact with Doncare you are invited to raise your concern with the relevant program manager. If this does not adequately satisfy your concerns, you may refer your feedback or complaint to our Chief Executive Officer on 9856 1500 or in writing to Suite 4, Level 1, 687 Doncaster Road, Doncaster 3108 or email doncare@doncare.org.au.

If you are unsatisfied with our internal response and wish to make a complaint to an external party, we will provide you with contact details for the most appropriate legislative body.

Advocacy

An advocate is someone who will stand alongside you and speak out on your behalf in a way that represents your best interests. If you feel you have tried all avenues available to make your issues heard at Doncare, or need some assistance to state your situation, then you would be wise to discuss your case with an advocate.

- Doncare promotes the use of an advocate if there is one needed or if a client requests to have an advocate present.
- Doncare accepts the involvement of an advocate of the client's choice.
- Doncare is able to link you with other services that can provide you with an appropriate advocate.