

# INFORMATION BOOKLET



# This booklet provides information about Anglicare Victoria, its services and your rights and responsibilities

Your key contact is: \_\_\_\_\_

Their contact details: \_\_\_\_\_

The service you are linked to: \_\_\_\_\_

The office location is: \_\_\_\_\_

Phone number: \_\_\_\_\_

## **IMPORTANT INFORMATION**

Turn to page 19 to acknowledge the receipt of this booklet, and your understanding of its contents.

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BETTER  
TOMORROWS

OUR FOCUS IS ON TRANSFORMING THE FUTURES OF CHILDREN AND YOUNG PEOPLE, FAMILIES AND ADULTS. OUR WORK IS BASED ON THREE GUIDING PILLARS; PREVENT, PROTECT, EMPOWER.

## OUR VALUES

- We exist to make a positive difference to the lives of our clients
- We believe that everyone matters and should be respected
- We believe in the Christian message of compassion for others
- We work together in a spirit of co-operation
- We provide leadership in issues of social welfare

## About Anglicare Victoria

**At Anglicare Victoria we are committed to child safety and assisting children, young people, adults and families to make positive change in their lives.**

### **We operate services including:**

Home-based care, residential care, family and parenting support, emergency aid, youth programs, alcohol and drugs programs, education support, specialised counselling, parish partnerships and community development.

### **We can work with you to:**

- Discuss what's important to you
- Expand your community and social life
- Add to your practical life skills
- Broaden your access to education
- Enhance your parenting skills

### **We also:**

- Focus on the needs of young people and children
- Support families and carers
- Offer a flexible approach that suits you

SUPPORTING  
CHILDREN, YOUNG  
PEOPLE AND  
FAMILIES





## Diversity and Inclusion

**Anglicare Victoria is committed to ensuring diversity and inclusivity are embedded throughout our organisation for the benefit of all our clients, volunteers and staff.**

Being a diverse and inclusive organisation goes to the very heart of our work, and supports our strategic intent to transform the future of vulnerable children and their families.

We believe our people are our greatest asset and by supporting and incorporating their diverse talents, knowledge, perspectives and experiences, we can strengthen our relationships with the communities we work with.

**Anglicare Victoria actively supports and celebrates inclusion for LGBTIQ community members, people with disabilities, people from diverse cultural and linguistic backgrounds, people of all generations and people from diverse faith communities.**



## Supporting Culture

### Cultural connections

At Anglicare Victoria we understand that cultural and language differences can impact your ability to access our services.

We can work with you in a way that respects your customs and your preferences. We will help you identify and plan for what you want to achieve, and ensure you receive appropriate support.

If English is not your first language and you require an interpreter we will arrange this with you. Let us know if you need assistance in this way.

### Australia's First Peoples

Our services are culturally safe and welcoming for Aboriginal and Torres Strait Islander Peoples and our work deeply respects the culture and traditions of our First Nations People.





## Working Together

A staff member will be your 'key contact' and they will be the person you speak with most of the time. It is important for us to work with you to develop a good working relationship.

### **Our work together focuses on:**

- Gaining skills and confidence
- Upholding privacy, confidentiality and dignity
- Listening without judgement
- Developing a plan which we regularly review with you
- Explaining clearly, so everyone understands
- Taking the time to consider options and directions
- Supporting your connections to family, friends and community
- Maintaining a respectful approach

### **Role of a support person**

You may want to include a family member, carer or other support person when planning and making decisions with your Anglicare Victoria key contact. Your support person is not there to make decisions, but to help guide you and can be included in the process at any stage. If you would like help to find an independent support person please ask your key contact for further information.



# Rights and Responsibilities

## Know your rights

When you work with Anglicare Victoria you have the right to:

- Be treated with courtesy and respect at all times
- Be seen as a unique person with values and beliefs
- Have a say in decisions that affect you
- Know who views your details and what happens to your records
- Request access to information that is written about you
- Have your culture acknowledged and respected
- Be safe from abuse

## Know your responsibilities

- Respect the privacy of others in contact with Anglicare Victoria
- Notify us if you are unable to keep an appointment
- Let us know any concerns you may have about contacting your family and getting them involved with your support here at Anglicare Victoria
- Respect any agreement we have made with you
- Show courtesy and respect to staff and others who work with Anglicare Victoria
- Be responsible for your choices and behaviour

## **Your Safety**

### **Safe from abuse**

Supporting people to keep safe from abuse is extremely important to Anglicare Victoria. You have the right to be free from physical, verbal and sexual abuse. Abuse of any kind, whether from adults or a child, causes emotional and physical harm and is not acceptable.

If you are worried about child abuse you can ask to speak to an Anglicare Victoria Child Safety Officer.

### **What is abuse?**

Physical abuse can include hitting, kicking, scratching, or striking another person's body in a way that hurts or harms them.

Verbal abuse includes hurtful insults, name-calling, threats or teasing. It can be done in person or online. It is not acceptable to hurt or threaten other people through things you write or pictures you send in text or instant messages, or on the internet.

Sexual abuse occurs when someone uses their power or authority to involve someone else in sexual activity. It's illegal and a very serious matter.

### **What to do if someone has abused you, or you think they might abuse you**

If you have been physically, verbally or sexually abused, or are worried that someone might abuse you, please tell any Anglicare Victoria staff member or an adult that you trust (such as a teacher or counsellor). Your safety and wellbeing are extremely important to us.

We want to do everything we can to protect you and to help you feel safe and happy. You cannot feel safe and happy if someone is abusing you, or if you are worried that they might do this.

**What you can expect to happen if you tell us you have been abused, or think you might be abused.**

- We will listen to you
- We will believe you and take you seriously
- You won't get into trouble
- We won't force you to do or say anything you do not want to
- We will take actions to protect you and to stop any abuse from occurring. This may include contacting the police or Child Protection
- You will have a say in decisions that affect you
- We will provide you with support to help you feel safe. If you tell us what you think will help you to feel better, we will listen and assist you as much as we can
- We will keep records of what you tell us, and what we do in response to what you tell us. These records are private, and we will act in accordance with the law in protecting your privacy



## Reaching your Goals

At Anglicare Victoria we will assist you to find out what's important to you and what your strengths and goals are.

Together we'll create a 'plan'. It's a way to look at how you see your future, with a list of goals and a list of changes that could enable you to reach that future.

### What are goals?

Goals guide you to where you'd like to be. Like a map or a guidebook. When you make a list of goals with Anglicare Victoria, it will help us see what you want your future to look like.

That's why the 'service plan' is so useful. It will be written in a clear way, so it's easy to understand. It will highlight your strengths and abilities and outline ways to achieve your goals.

With small steps, we can assist you to develop your plan and support you to identify areas in your life you wish to change and work out ways to get there.

And then, as time passes, we can reflect on what has changed in your life, and what outcomes you've achieved.

## Your Information

At Anglicare Victoria we collate information relating to the work we do with you. This is called the Client File or Record.

This information is stored safely and makes reference to your goals, plans and progress. You can request access to these records.

In the course of working with you, we may seek your permission to ask other services (such as schools or other service providers) for information about you and your family. We will record this permission on a consent form. This will help us to work with you and understand your needs.

The consent form will list certain information, such as the agencies or other third parties to whom your information will be disclosed, the type of service provided by those third parties and the extent of the information to be shared with them. Your key worker will discuss the types of information that may need to be shared such as race, culture, gender and sexual identity as part of the consent process. Sharing can assist in planning and delivering the best possible service to you.

For instance, we may need to talk to a case manager, an aligned service provider, doctor or other people such as a family member or carer to assist us to develop goals.

YOUR INFORMATION  
IS IMPORTANT  
AND PROTECTED



## Privacy and Confidentiality

**Your privacy is important to us and Anglicare Victoria is committed to treating all your information with respect and integrity.**

All Anglicare Victoria employees and volunteers are required to be aware of relevant privacy law and to ensure that our services and administration systems comply with these laws when providing you with services.

### **Our privacy policy and approach to confidentiality**

Anglicare Victoria will:

- Only collect information that we need to provide you with a service. (You do not have to provide us with any information, but if you do not, we may not be able to provide the service you want or need)
- Ensure that any person receiving our service knows why we collect any personal or sensitive information and how we handle it
- Store information securely and protect it from unauthorised access

- Use and disclose this information only for the primary purposes for which it was collected. These primary purposes are to provide you with a service. We may use or disclose your information for other purposes with your consent, or where this is otherwise required or allowed by law (e.g. we might disclose information to emergency services to help protect someone's safety)
- Only retain information for the period authorised by the Public Records Act 1973 (Vic)
- Provide you with access to the information contained in our records, except where the law does not allow us to do this, or where we have a professional duty to restrict access and such restriction is lawful. Clients have a general right of access to information we hold about them, as well as to seek correction of information if it is inaccurate, incomplete, misleading or not up-to-date

If you would like more information about your rights and obligations in relation to privacy and confidentiality, please talk to your worker and, or ask for a copy of the Anglicare Victoria Privacy Policy.

## Information Sharing

Anglicare Victoria is a prescribed information sharing entity under the Family Violence Information Sharing Scheme and the Child Information Sharing Scheme. Under these schemes we may be required by law to share information in relation to the safety and wellbeing of our clients.

If legally and practically possible and appropriate, when we receive a request for the release of your information, we'll discuss the situation with you and gain your consent.

In some cases there may be legal or practical reasons why we were not able to obtain your consent to the disclosure using the consent form or there may be other issues.

For example if there are significant risks relating to the safety or wellbeing of a person, that will mean it is not appropriate for us to obtain your consent to disclose. However, be assured we will only share your information if the law allows us to.



## Duty of Care

We have a duty of care to ensure all reasonable action is taken to avoid causing harm to you or another person.

If a situation arises where an Anglicare Victoria staff member is concerned about your safety or another person's safety, they have a responsibility to take action to ensure you and others involved experience minimal risk.

They may contact the most appropriate authority such as the police, ambulance or child protection services.

## Reporting of Information

We are a not-for-profit organisation, and that means we receive funding through government departments and sources such as grants, trusts and foundations. From time to time we need to provide statistics, data and reports which may need to include your name.

Information we keep on client files may also be used for audits and internal Anglicare Victoria management reviews to ensure we are providing the best service.





# Feedback and Complaints

## Feedback

We welcome feedback because your experience as a client is important to us. Please let us know how our assistance is working for you, and if you believe we're providing a quality service. We will use your feedback to identify good practice, and respond to ideas for improvement as these arise.

## Complaints

We take your complaints seriously, so tell us anything that is concerning or important to you or your family.

- Discuss with your key contact. They might not be aware of how you feel or know the ways the service is affecting you.
- Speak to anyone you feel comfortable with who works at Anglicare Victoria.
- Have someone you trust to approach us on your behalf, eg. a family member, friend, or other support person. Your support person can also attend any meetings with you regarding a complaint.

If you have a complaint, you have a right to:

- Be heard and treated fairly
- Fair and helpful assistance to address your concerns
- Have any disputes, conflicts or grievances resolved
- Have your privacy respected
- Have any pending decision made in reasonable time

We assist by:

- Acting professionally
- Making every effort to resolve issues informally
- Advising authorities if the law is broken
- Allowing all parties to access a support person

How we manage your complaint:

- We listen, discuss and consider what you have to say
- We review your concerns thoroughly
- We aim to resolve issues in a short amount of time
- We use your comments to improve our services
- We advise you of your right to refer your complaint to an independent authority for review, such as a relevant Commissioner or Ombudsman.



## **Feedback and Complaints continued**

### **How can I make a complaint?**

Complaints and feedback can be lodged online (including anonymously) at [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

Additionally, you can lodge a complaint or compliment - verbally or in writing - with any Anglicare Victoria staff member or office.

**You can refer a complaint about Anglicare Victoria at any time to one of these external authorities.**

### **The Department of Health and Human Services**

[www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

### **Disability Services Commissioner**

1800 677 342 • [www.odcs.vic.gov.au](http://www.odcs.vic.gov.au)

### **Office of the Victorian Information Commissioner**

[www.ovic.vic.gov.au](http://www.ovic.vic.gov.au)

### **Commission for Children and Young People**

1300 782 978 • [www.cryp.vic.gov.au](http://www.cryp.vic.gov.au)

### **Office of the Public Advocate**

1300 309 337 • [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

### **National Mental Health Commission**

[www.mentalhealthcommission.gov.au](http://www.mentalhealthcommission.gov.au)

### **Victorian Ombudsman**

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)



## Finishing Up

You may be leaving the service for a range of reasons:

- You've reached your goals and no longer need support
- You are relocating away from our service
- You have transferred to another service that better suits your needs

For legal reasons, we do need to retain your client file information for a set period of time. And, if you need our services in the future, Anglicare Victoria will once again, welcome your contact.

**This booklet provides an overview of many topics that concern the work we do together. There is more detailed information about our services available from our offices or website.**

## Understanding this Booklet

The purpose of this booklet has been explained to me and I understand it provides details about:

- Anglicare Victoria services
- Staff roles at Anglicare Victoria
- My rights and responsibilities
- What needs to be kept private
- How information about me is documented
- How to give feedback and contact us
- Future access to service records

Client name: \_\_\_\_\_

Sign: \_\_\_\_\_

Staff member: \_\_\_\_\_

Sign: \_\_\_\_\_  
(on behalf of Anglicare Victoria)

Date: \_\_\_\_\_

## For Requests or Concerns, Contact your Local Office

### ANGLICARE VICTORIA

#### Central Office/CEO

03 9412 6133

#### Bairnsdale

03 5150 3700

#### Bayswater

03 9721 3688

#### Bendigo

03 5440 1100

#### Box Hill

03 9896 6322

#### Broadmeadows

03 9301 5200

#### Dandenong

03 9293 8500

#### Echuca

03 5482 0900

#### Frankston

03 9781 6700

#### Kyneton

03 5421 2000

#### Lalor (Plenty Valley)

03 8641 8900

#### Leongatha

03 5662 4561

#### Lilydale

03 9735 6100

#### Maryborough

03 5461 0200

#### Mildura

03 5051 0000

#### Morwell

03 5133 9555

#### Pakenham

03 9781 6767

#### Preston

03 8470 9999

#### Rosebud

03 8792 4600

#### Sunshine

03 9334 1200

#### Swan Hill

03 5036 3200

#### Wangaratta

03 5723 7900

#### Wantirna

03 9721 3650

#### Warragul

03 5622 8600

#### Werribee - Market Road

03 9731 2500

#### Werribee - Watton Street

03 9216 0200

#### Wonthaggi

03 5671 0000

#### Yarraville

03 9396 7400



**Anglicare**  
Victoria

**BETTER  
TOMORROWS**

🌐 [anglicarevic.org.au](http://anglicarevic.org.au)  
✉ [info@anglicarevic.org.au](mailto:info@anglicarevic.org.au)  
☎ 03 9419 3288

▶ [youtube.com/anglicarevic](https://www.youtube.com/anglicarevic)  
t [twitter.com/anglicarevic](https://twitter.com/anglicarevic)  
f [facebook.com/anglicarevic](https://facebook.com/anglicarevic)



## Useful Contacts

### Department of Health and Human Services

Providing information about health services and activities that promote and protect Victoria's health. This includes delivery of mental health and aged care services in Victoria.

**1300 253 942 • [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)**

### CREATE

The national consumer body representing the voices of children and young people with an out-of-home care experience (including kinship care, foster care and residential care).

**1800 655 105 • [www.create.org.au](http://www.create.org.au)**

### DirectLine

Alcohol and other drug support, counselling and referrals.

**1800 888 236**

### Foster Care Association of Victoria (FCAV)

The peak body for Victorian foster carers.

**03 9416 4292 • [www.fcav.org.au](http://www.fcav.org.au)**

### Emergency

In the case of a life-threatening emergency

**000 (triple zero)**

### Medicines Line

A service providing information on prescription, over-the-counter and complementary medicines

**1300 633 424**

### Nurse On Call

A 24/7 Victorian Government health phone service providing expert health advice from a registered nurse

**1300 606 024**

### Grief Helpline

A dedicated, free service that provides counselling support to people who are experiencing loss and grief

**1300 845 745 • [www.griefline.org.au](http://www.griefline.org.au)**

### Kids Helpline

A free and confidential, telephone and online counselling service for youth aged between 5 and 25

**1800 55 1800 • [www.kidshelp.com.au](http://www.kidshelp.com.au)**

### Lifeline Crisis Support Service

Counselling services

**13 11 14 • [www.lifeline.org.au](http://www.lifeline.org.au)**

### Parentline Victoria

A statewide telephone counselling service to parents and carers of children aged up to 18

**13 22 89 • [www.parentline.com.au](http://www.parentline.com.au)**

### **Suicide line**

Free, professional anonymous support, 24 hours a day, seven days a week across Victoria.

**1300 651 251**

### **Men's Line**

A professional telephone and online support and information service for Australian men

**1300 78 99 78 • [www.mensline.org.au](http://www.mensline.org.au)**

### **1800 RESPECT**

National counselling helpline, information and support 24/7 for assist people experiencing sexual assault and domestic and family violence

**1800 737 732 • [www.1800respect.org.au](http://www.1800respect.org.au)**

### **Safe Steps**

Supporting women and children to live free from family violence.

**1800 015 188 • [www.safesteps.org.au](http://www.safesteps.org.au)**

### **Interpreter Service TIS**

Free Interpreting Service designed to provide equitable access to key services

**131 450 or 1800 131 450**  
**[www.tisnational.gov.au](http://www.tisnational.gov.au)**

### **Switchboard**

A state wide organisation that provides peer based, volunteer run support services for lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI) people and their friends, families and allies.

**1800 184 527 • [www.switchboard.org.au](http://www.switchboard.org.au)**

[anglicarevic.org.au](http://anglicarevic.org.au)



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