



**drummond street services** provides a range of programs that promote the emotional and mental health and wellbeing of families, young people and children, and support stronger relationships both in families and the wider communities in which we serve.

## OUR VALUES

Inform our services, practice and everything we do.

### Client centred

Our services and practice are developed and delivered on the basis of needs, strengths and aspirations.

### Safe and secure environment

We provide a physically and emotionally safe and supportive environment that ensures the privacy of all.

### Diversity

We are responsive to the diverse needs and backgrounds of families, children and young people.

### Inclusiveness

We deliver equitable services that promote the needs and the best outcomes for all families.

### Professionalism

Our services are delivered by committed, engaged and qualified staff to ensure the highest professional standards.

### Quality and transparency

Our services and practice are based on research, evidence and the voices and needs of our clients.

### Value and Innovation

We add value to existing services rather than duplicating support and we aim to innovate where service and support gaps exist.



We acknowledge the traditional owners of the land where we work and pay respects to elders past, present and future.





# YOUR RIGHTS

When you receive support you have a right to:

- » Be treated with respect.
- » Be consulted about your needs and preferences so assistance and support is flexible and responsive for you, your family and children.
- » Be informed about the available supports that meet your needs and goals.
- » Services are provided regardless of race, gender, ethnicity, culture, language, religion, marital status, disability, sexuality, age or the capacity to pay.
- » Carers, guardians, advocates or other family members are included in service planning and decision-making.
- » Your personal information is collected, stored and shared only for its collected purpose and maintained in accordance with the relevant Commonwealth and State government privacy and confidentiality requirements, except when, there are compelling ethical or legal reasons, particularly relating to the protection and safety of an individual and/or children at risk or imminent harm, including to self or others.
- » Access to your personal information, including amending or the correction of information, subject to Freedom of Information (FOI) provisions.
- » Provide feedback, both positive and critical, to help us to improve our services, and have any complaints responded to in a fair and objective manner.

# YOUR RESPONSIBILITIES

In receiving support you have a responsibility to:

- » Respect everyone involved in the service, including all **drummond street** staff.
- » Respect the rights of others, including their rights to confidentiality and privacy.
- » Be responsible for informing **drummond street** staff of any issues that cause you concern.
- » Provide adequate notice for any cancellation or rescheduling of appointments.
- » Take responsibility for the decisions and their outcomes in relation to your own care, and those of your family members, children or partners.
- » Act in a manner that ensures your conduct with others, including staff and other clients, respects and maintains their privacy, wellbeing and safety.
- » Understand and accept that in some circumstances **drummond street** has the right to refuse a service and will discuss the reasons with you.





## Access to support

**drummond street** is committed to ensure access and pathways to care and support, and that financial circumstances are not a barrier. Many of drummond street's services are low cost or no cost or based on a capacity to pay. Please let us know when your financial circumstances may impact on your ability to access or continue to receive support. We are happy to discuss this with you.

## Appointment Cancellations and Rescheduling

There is a high demand for our services so we do require a minimum of 24 hours notice for cancelled or rescheduled appointments.

We may charge a fee for a cancelled appointment or not be able to reschedule a time that is convenient for you without advance notice. When there are 3 missed appointments we cannot guarantee ongoing appointments and you may be placed on our wait list, depending on demand.

## Protection of Personal Information, Privacy, Confidentiality & Consent

**drummond street** is committed to maintaining the highest level of confidentiality in the protection of your personal information. We are also required by law to comply with Commonwealth and State government Privacy requirements, including the Commonwealth Privacy Act 1988, the Victorian State Government's Health Records Act 2001 and the Australian Information Privacy Principles.

Your personal information remains confidential and is only collected, stored or used for statistical reporting, with your consent and only for the intended purpose. There are some exceptions to this, including;

- » Consent was provided by you to share information with another person or agency;
- » The use or disclosure of personal information is legally required or authorised; or
- » We reasonably believe that disclosure of your personal information is necessary to prevent or minimise:
  - serious and/or imminent threat or risk to the life, health or safety of an individual or child; or
  - there is a serious threat to public health or safety.

**drummond street** requires personal information relating to your or a family member's emotional and mental health and wellbeing to ensure you receive the best and the most appropriate support and care.

This information includes;

- » Services provided to you, your children and other family members
- » De-identified, (does not identify you) statistical and reporting information that is only used for quality, reporting or evaluation purposes for either drummond street or our funding providers
- » Information that ensures high quality services and support to the community
- » Relevant personal information to enable us to contact you throughout the duration of our support.

## Anonymity

Where it is lawful and practical, you have the option of not identifying yourself, for instance when making a general service enquiry.

However, due to the voluntary nature of most of our services we do require information to help us to assist you, so your anonymity may prevent us from providing you with ongoing support.

## Access and Disclosure of your personal information

You have a right to look at the information we hold about you, such as client records. There are exceptions to this, for instance when this information relates to others, or where this information would be exempt by law, such as information relating to Family Law matters. We will clearly inform the reasons why we cannot provide you with this information.

**drummond street** uses only de-identified information (which does not identify you) for research and reporting purposes, including the provision of client data to our funders, only with your consent. Your consent is voluntary and can be withdrawn at any time.

## Exchange and sharing of information

You are not obliged to disclose your personal or health information to us. However, we may not be able to provide you with the most appropriate service without this additional information.

We may also receive information about you or your family members or children from other organisations or services.

This is often important as part of receiving ongoing support from us, for example information from a GP or other support service. In most circumstances we will inform you of any additional information we receive.

We may also disclose information to other staff or other services as part of service to you, your child or a family member with your consent.

### Storage and disposal of records

All personal client information and records are maintained and secured in both electronic and paper-based forms. This includes the security of all personal data in electronic databases, including Australian-based electronic cloud databases, in accordance with Australian privacy and archival requirements. Client records are secured, maintained and disposed of in accordance with legal requirements and to ensure safety and confidentiality of information.

### Feedback and Complaints

drummond street is committed to high quality, responsive and respectful services. We appreciate feedback (both positive and critical) as part of our review and improvement processes. If you believe you have not been treated respectfully or have not received an expected standard of care we do want to know.

We will listen to your feedback, record your issues and your expected outcomes. This includes just letting us know about your dissatisfaction with a particular service or staff member. If your counsellor or support worker is not the right fit you can request a change in counsellor or worker if needed.

You can express your complaint directly with the relevant staff member or request to discuss further with the relevant Manager. Please ask us for further information on drummond street's complaints process.

### Communication & Contact

We are often required to make contact with you, both in person, telephone, email or SMS and will require this information from you. This allows us to inform you of appointment reminders, service changes, group bookings, program and referral information or requests for participation in research and service feedback or the promotion of services. We will ask you what are the best ways to make contact and communicate with you. This can be changed at any time.



t: **03 9663 6733**

e: **enquiries@ds.org.au**

w: **www.ds.org.au**

Carlton | Wyndham | Brimbank | Geelong | Collingwood | Epping | Craigieburn | Glenroy



We acknowledge the traditional owners of the land where we work and pay respects to elders past, present and future.