



**Drummond  
Street  
Services**

**For people,  
for families,  
for communities**



# Your rights, your responsibilities



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



**Drummond Street Services** provides 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, programs and everything we do.

### Quality and transparency

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

### Diversity

We are responsive to the diverse needs and backgrounds of all families, children and young people, communities, loved ones and carers.

### Professionalism

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

### Inclusiveness

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

### Value and Innovation

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

### Leadership

All our services and our practices are developed, designed and delivered based on the needs, strengths and aspirations of the people and communities we support.

# Your rights

When you receive support, you have a right to:

- » safe and high quality services.
- » be treated with respect and dignity at all times.
- » be involved in all aspects of your support, care and planning, and receive open, timely and appropriate communication about your care in ways you understand.
- » be informed of all available supports that meet your needs and goals.
- » have services provided regardless of race, gender, ethnicity, culture, language, religion, marital status, disability, sexuality, age or the capacity to pay.
- » nominate if you wish to have (or not to have) others involved in your care such as carers, guardians, family members, advocates, or an independent support person. If you need help accessing an advocate or support person, you can request a list of agencies to support you.
- » express your support preferences, including the gender of the practitioner (where possible) and the most convenient times to attend appointments. You can also choose to bring a support person with you.
- » have your personal information collected, stored and shared only for its collected purpose and maintained in accordance with the relevant Commonwealth and State Privacy and Confidentiality requirements, except when there are ethical, legal or safety reasons, particularly relating to the protection and safety of an individual or children at risk of imminent harm, including to self or others.
- » access your personal information, including amending or correcting information, subject to Freedom of Information [FOI] provisions.
- » provide feedback, both positive and critical, to help us improve our services, and have 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 staff.
- » respect the rights of others, including their rights to confidentiality and privacy.
- » be responsible for informing us of any issues that cause you concern.
- » provide notice for any cancellation or rescheduling of appointments.
- » take responsibility for decisions and their outcomes relating to your own care, and those of your family members, children, partners, loved ones and carers.
- » act in a manner that respects and maintains the privacy, wellbeing and safety of others including clients, staff and community members.
- » understand and accept that we have the right to refuse or withdraw a service and will discuss the reasons with you.



# Access to support

Drummond Street is committed to ensuring access and pathways to care and support. Financial circumstances are not a barrier with many of our services being low or no cost or based on a capacity to pay. 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 48 hours' notice for cancelled or rescheduled appointments. We may need to charge a fee for a cancelled appointment or not be able to reschedule without notice. When there are 2 missed appointments, we cannot guarantee ongoing appointments and you may be placed on our wait list.

## 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 the delivery of support and anonymous statistical reporting or evaluation, and only with your consent and for the intended purpose. Your consent is voluntary and can be withdrawn at any time.

There are some exceptions, including;

- » You provided consent to share information with another person or agency;
- » It is legally required or authorised for us to disclose personal information; 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 you 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, carers or loved ones.
- » de-identified, [does not identify you] statistical and reporting or evaluation information only used for quality, reporting or evaluation purposes for either drummond street or our funders.
- » information that ensures high quality services and support.
- » relevant personal contact information for the time we provide support to you.

### **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 or Family Violence safety concerns. We will clearly inform the reasons why we cannot provide you with this information. If you want to access your record, please contact us for further information.

### **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 in providing best quality care, e.g. 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 quality improvement processes. If you believe you have not been treated respectfully or have not received an expected standard of care, we 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 practitioner or support worker is not the right fit, you can request a change, if needed. You can express your complaint directly with the relevant staff member or discuss further with the relevant Manager. Please ask us for further information on drummond street's complaints process.

If you are not happy with the outcome of your feedback or have concerns about your care, you can seek further assistance from one of the following:

- » Health Complaints Commissioner **1300 582 113**
- » Mental Health Complaints Commissioner **1800 246 054**
- » Disability Services Commissioner **1800 677 342**

## **Communication & Contact**

We need contact you, both in person, telephone, email or SMS so we can 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 the best ways are to make contact and communicate with you. This can be changed at any time.







**Drummond  
Street  
Services**

[www.ds.org.au](http://www.ds.org.au)