

Making a complaint

You have the right to:

- View our complaints policy and process
- Complain and not be penalised
- Be treated with fairness and dignity
- Receive assistance in making a complaint
- Have an advocate or support person present
- Receive a written response to your complaint
- Request a review of the outcome

If you have any questions or you feel your rights are not being met, you can contact your family worker.

Or you can contact:

- The CEO by email at: malindey@familyplace.org.au
- The Family Place Management Committee
(The Chairperson, PO Box 269, Moruya, NSW, 2537)
- or go to our website to fill in a complaints form

If you would like to take your complaint further contact:

NSW Ombudsman

Ph: (02) 9268 1000

Toll-free: 1800 451 524

TTY: (02) 9264 8050

Department of Communities and Justice

Ph: (02) 6229 7202

Fax: (02) 6298 9975

TTY: (02) 6298 9975

PO Box 1785 Queanbeyan NSW 2620

Contact Us



02 4474 2907

02 4474 2240



admin@familyplace.org.au



www.familyplace.org.au



Units 3 & 4, 24-26 Ford Street
Moruya NSW 2537



PO Box 269
Moruya NSW 2537



The Family Place

We acknowledge Aboriginal and Torres Strait Islander people as the traditional custodians and cultural knowledge holders of this land and pay our respects to Elders and leaders past, present and emerging.



THE FAMILY PLACE
growing stronger

Clients rights and responsibilities



We welcome you and your family to **The Family Place**.

We want to ensure you have a great experience with our service and clearly understand your rights and responsibilities.

This brochure explains your rights and responsibilities and identifies how you can make a complaint or pay our service a compliment.



You have the right to:

- Have your families circumstances, cultural and individual needs valued and be treated with respect and dignity
- Receive a service that is high quality and professional
- Have your privacy protected unless there are safety concerns
- Be involved in the decision making process
- Change to another service with our help if you need
- Give feedback about our service and have this listened to
- Access an interpreter service and have information translated into your own language

You have a responsibility to:

- Give us accurate and complete information about your circumstances
- Treat our staff and property with respect
- Ask questions if you need help understanding any information
- Provide us with 24 hrs notice if you need to change an appointment
- Be actively involved in the decision making process
- Be accountable for the decisions you make
- Work towards the goals you have set

Privacy and confidentiality

You have the right to:

- Be fully informed about your rights around consent for data collection and your choice to withdraw consent at any time
- Be fully informed about how we use and store your information
- Request to review your personal information

Our staff have a responsibility to:

- Only collect the information that is necessary
- Store client files and information securely on our client database
- Keep your information confidential and not release it to anyone, without your consent, unless required by law

To pay us a compliment

If you would like to pay our service a compliment, please send an email to admin@familyplace.org.au