

FEEDBACK

You have a right to:

- Provide feedback, ask questions or complain without it affecting the way you're treated – see www.oliviasplace.org.au/feedback
- Have your concerns resolved openly and fairly, and in a timely manner

You have a responsibility to:

- Tell us if there are any problems with the care, support or services we provide
- Try to resolve your concerns with us first

The programs of Olivia's Place will always pay attention to relevant legislation in relation to a client's rights and responsibilities. These areas will be discussed with clients when they are first assessed, through to when they are supported by the program to exit from our services.

If clients of Olivia's Place have any issues relating to their rights and responsibilities as a program participant, every attempt will be made to support them through the most appropriate process.

Feedback about the program or Olivia's Place services (or staff) is encouraged and available. Feedback is valued and managed in line with the Olivia's Place Continuous Improvement Policy.

CONTACT DETAILS



PO Box 688, Warragul, VIC, 3820



(03) 5622 1022



info@oliviasplace.org.au



www.oliviasplace.org.au



@oliviasplacewarragul



@olivias_place

See website for current opening hours and locations

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Olivia's Place

Your Rights and Responsibilities

The support role of Olivia's Place is based on mutual respect between all involved – clients, carers, volunteers and staff, and people from other services. We work together with clients in their local community to provide the best care possible to support a person's situation.

This brochure explains what you or someone you care for can expect when accessing the services of Olivia's Place.

Access:

You have a right to:

- Access support through our programs regardless of your personal circumstances, free from any fees
- Access our services without discrimination
- Access suitable translation services if you are someone who considers English as their second language

Safety:

You have a right to:

- Receive high quality services
- Have services provided by staff with relevant skills, training and experience
- Use our services in an environment that is safe and makes you feel safe

You have a responsibility to:

- Give us the information we need that will assist in the development and implementation of your Individual Support Plan (ISP)
- Provide a safe environment for our team when when you are visiting us
- Attend meetings and events at Olivia's Place free from the influence of alcohol and non-prescription drugs

Partnership:

You have a right to:

- Ask questions if you're unsure about something, and be involved in open and honest communication
- Take an active role in decisions made about your support
- Participate in program activities
- Involve an advocate of your choice

- Participate in the planning, design and evaluation of our services
- Share your ideas and experiences by talking to staff, writing letters and/or completing surveys

You have a responsibility for:

- The decisions you make, together with a support worker, about your Individual Support Plan.

Respect:

You have a right to:

- Be respected for your individual human worth and dignity
- Be treated with courtesy
- Have your culture, identity, beliefs and choices recognised and respected
- Refuse our services

You have a responsibility to:

- Respect the rights of other clients who use our services
- Respect the rights of Olivia's Place team members

Information:

You have a right to:

- Access information about our services in a way that you can understand
- Be informed and consulted about available services and other relevant matters
- Access all of your personal information on request – please contact info@oliviasplace.org.au to receive an *Information Request and Authorisation Form*
- Understand the services you are receiving so that you can give informed consent

- Receive information about eligibility, our services and any wait times

You have a responsibility to:

- Attend appointments as arranged between you and your support worker, either face-to-face or via phone
- Provide advanced notice if your appointment needs to be cancelled or rescheduled to a mutually suitable time

Privacy:

You have a right to:

- Have your personal privacy and confidentiality respected
- Have your information kept secure and confidential
- Have your personal record updated if any information is incorrect or incomplete

You have a responsibility to:

- Maintain the confidentiality and privacy of other clients

Children:

We respect the rights of children and young people. If you are a child or young person, you have a right to:

- Get the care you need
- Feel safe and be safe
- Be respected for who you are
- Understand what is happening and why
- Be involved in your care by asking us questions and telling us what we're doing well and what we're not doing well
- Have the people you want involved when you're using our services
- Privacy