

Rights and responsibilities

Respect and dignity

You have the right to be treated with respect, courtesy and dignity. You are expected to treat all Baptcare staff and volunteers the same way.

You have a right to receive services free from discrimination. Baptcare works with people of all ages, cultures, beliefs and circumstances. You have the right to have your culture and your identity acknowledged and respected. Aboriginal people have the right to be connected to Aboriginal services. Baptcare will organise an interpreter if you or your family members prefer to use a language other than English.

Our staff members and other clients also have the right to be free from unfair treatment that is based on their gender, race, nationality, personal identity or religious beliefs.

Safety

You have a right to be protected from abuse and neglect at all times. Baptcare can work with you to develop a plan if you need extra help to keep you or others safe. If we believe that your safety or the safety of someone else is at risk, we may be required by law to contact the authorities.

Our staff members and other clients also have the right to be free from all kinds of abuse or threatening behaviour. Staff members who come to your home have the right to be safe. We ask that when we visit you at home, you do not smoke, you keep any pets confined outside, and that the home environment is free from potential dangers. You must inform your worker before they visit your home if you have any unexpected visitors, or if someone in your household is ill.

Privacy and confidentiality

In the course of providing our services, personal and sensitive information is collected, recorded and held by us. Your privacy is important to us and we are committed to protecting the information we collect, monitoring its use and maintaining its integrity.

Our staff members and other clients have the right to privacy, dignity and confidentiality too. See our Privacy brochure for more information.

Advocacy

If you want to have someone who can help you to better understand the information that Baptcare provides you, or to help you to say what you think, you can choose a support person to do this.

Baptcare will deal with the person you want to represent you and we respect their ability to speak on your behalf and make decisions based on your best interests.

Decision making and participation

You have the right to make choices about the services you want. You have the right to know about services that Baptcare provides, so you can make your own decisions. You are encouraged to actively participate in all parts of the service you receive including defining how and when your needs are best met, goal planning and reviewing the service you are receiving. Baptcare recognises children have a voice and will include children in decisions that impact them.

You have the right to refuse or end a Baptcare service. This will not prevent you from using our services in the future.

An important aspect of our work is that we occasionally need to speak directly with the children of the families we support. When the staff member needs to speak alone with your child, we ask that you allow this, for example by going into another room for a short while. Our staff are registered to work with children and are safe.

Baptcare has a responsibility to provide a quality service that meets your needs and to treat every request for service in a fair and open way. Where we cannot support everyone, we will prioritise support based on needs.

Feedback and complaints

We want to hear about your experience with Baptcare, good or bad. We value your opinion and encourage you to tell us what you think: it will help us to provide you the best possible services.

You have the right to raise concerns, complain if you are unhappy and appeal against decisions that have been made. This will not impact your access to our services in the future.

If you believe Baptcare has breached your rights let us know – we have a responsibility to deal with this quickly.

See our feedback and complaint brochure for more information about making a complaint or giving us feedback about our service.

Contact

www.baptcare.org.au

In Victoria:

Phone: 03 9373 3800 (Western area)

Phone: 03 5432 4570 (Bendigo)

familyservices@baptcare.org.au

In Tasmania:

Phone: 03 6283 5700 (Southern region)

Phone: 03 6323 6700 (Northern region)

tasfamilyservices@baptcare.org.au

In South Australia: TBC