



# What You Need To Know



## STATEMENT OF COMMITMENT TO CHILD SAFETY & WELLBEING

All children and young people have the right to feel safe and be safe. That's why Brophy maintains and continually improves the safety and wellbeing of all children and young people in everything we do.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm.

We always listen to and ensure the participation and empowerment of all children and young people.

Brophy has systems to protect children and young people from abuse and harm. All allegations and safety concerns are treated seriously. We work to prevent child abuse and harm stemming from any kind of discrimination.

The cultural safety of First Nations children and young people is important to us. We want to maintain a safe environment so the diverse and unique identities of First Nations children and young people are respected and valued.

Brophy is determined to make sure the diverse and unique needs of all children and young people are heard. We build inclusivity of children and young people who are part of our LGBTIQ+ community.

We enable children and young people with disability to be empowered.

To all children and young people - you're seen and heard. Brophy is with you.





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# About Brophy

## Our Purpose

We want to build advantage in our community, create meaningful connections and encourage the skills, talents and dreams that exist in every person for them to create the life they want.

We actively value and promote diversity in our community and affirm our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background

We welcome people who are LGBTQIA+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities)

## Our Vision

People are meaningfully connected to create the life they want. We achieve this together through innovation and relationships, creating new horizons towards an advantaged community.

## Our Mission

To provide community based services that promote a just society and improve the life circumstances for people who are vulnerable and disadvantaged, especially those who are experiencing homelessness, family violence, marginalisation or disconnectedness.

## Our Profile

Brophy is a quality accredited Child Safe, not-for-profit organisation, with a community based Board of Directors.

We are a multi – site organisation, with sites based in Warrnambool, Portland, Hamilton and Colac and provide outreach services throughout the region.

## Our Values



**Social Justice**  
Promoting justice, fairness and human rights



**Responsiveness**  
Responding in a timely, engaging and respectful manner



**Professionalism**  
Practising in an ethical, respectful and inclusive manner



**Partnership**  
Striving for shared connections to create better client outcomes



**Empowerment**  
Strengthening and enabling individual and community decision making

## Working with You

### Planning your care

Brophy encourages you to be actively engaged in planning your care.

We will work with you to develop goals and plans suitable to your needs and wishes.

We encourage your family, trusted friends, carers and advocates to be involved in planning your care, if you wish this to occur.

We will review your plan regularly with you and give you a copy of your plan.

## Consumer Participation

### What is it?

Involving you in the way we do things at Brophy to make a better service for you.

Getting your ideas on how we can do things better and your experience of the service at Brophy.

Participating in activities, special functions and events.

### Why have it?

To make sure we are meeting your needs and the needs of others.

We want to know what you think about Brophy, what is working and what is not, so we can make improvements.

You are important to the service and we would like you to become involved.





## How can you participate?

**Feedback Surveys** – where we ask you for your ideas and your experience of our services.

**Focus Groups** – we ask for your ideas on a specific topic or issue in a group setting.

**Media** – we acknowledge and celebrate your involvement and seek your contributions through a range of media including newsletters, social media, websites etc.

**Volunteering** – opportunities to be involved across a number of programs.

**Advisory Groups** – some programs have consumer groups that meet regularly to contribute ideas and feedback to improve services.

**All feedback obtained is confidential.**

## What is expected if you participate in consumer participation activities

It is expected that participants show commitment, punctuality, respect and confidentiality.

The staff at Brophy will in turn demonstrate punctuality and respect.

You will be provided with a safe and confidential environment.

Brophy will acknowledge your involvement in consumer participation.

Your involvement in consumer activities may be supported with practical assistance including child care and transport etc.

**Brophy values your participation in its consumer participation activities. Ask your worker if you want to know more about it.**



# Rights and Responsibilities

## FOR YOU AS A SERVICE USER AND US AS A SERVICE PROVIDER

### Your rights as a service user

- To have your privacy, confidentiality and dignity respected at all times.
- To be treated with courtesy.
- To make decisions for yourself and to be encouraged to do this.
- To have your carer, family, trusted friend or advocate involved in your care if you wish.
- To be assisted by your worker but not pressured into a particular direction.
- To be kept waiting no longer than necessary to receive a service.
- To refuse a service.
- To a private space for discussions.
- To access services without discrimination.
- To be informed and consulted about available services and other relevant matters.
- To seek an independent advocate if you feel you need one.
- To access services that are culturally appropriate.
- To access interpreter services free of charge if you need them.

### Our responsibilities as a service provider

Brophy has a commitment to providing service within a framework which is client focused and client driven.

#### **Our staff has the responsibility:**

- To respect and treat service users with dignity.
- To inform service users of their options
- To access relevant services within Brophy.
- To involve service users in decisions about service delivery planning.
- To respond to the diverse social, cultural and physical experience and needs of service users.
- To ensure service users receive the service which they have agreed to.
- To respect the privacy and confidentiality of service users.
- To deliver services to service users in a safe manner.
- To respond to service users' complaints fairly and promptly and without retribution.
- To accept service users' choice and involvement of an advocate to represent his/her interests.
- To consider service users' views when planning, managing and evaluating service provision.

## Your responsibilities as a service user

### **As a service user you are expected:**

- To respect the human worth and dignity of the service provider.
- To respect the human worth and dignity of other service users.
- To treat service provider staff and other service users with courtesy.
- To actively make decisions for yourself.
- To accept the outcome of any decisions you make.
- To provide feedback to the service provider so as to contribute to improving the service.
- To be responsible for informing workers of any issues which cause concern, so that referral to more appropriate services may be possible.







# Personal Information

## WHAT HAPPENS TO INFORMATION ABOUT ME?

*When you become a client of Brophy a client file is created. It includes your name, address, contact details and relevant information about your life.*

*Every time you attend, or have contact with us, new information is added to your client file.*

*This allows all workers involved with your care to access your information easily and quickly when it is needed.*

*Your client file is stored securely and we will keep your file for a minimum of seven years after your last visit.*

*The record will then be disposed of securely, as required by law.*

## Why is this information necessary?

Initially, we need to collect and keep this information to provide you with an appropriate service.

Your client file can help us to quickly identify which course of action is likely to be effective for you.

It will also lessen the need to collect the same information repeatedly.

Some information or data may also be used for research and planning, to help us provide better outcomes and improve service delivery. In this case, any identifying information, such as your name and contact details, will be removed before the information is used.

## What rights do I have to access my information?

You can ask to see any information held on your client file. This may include viewing the information, getting a summary or in some cases a full copy of your record, or having information explained to you if you wish. Some limits may apply where particular circumstances prevent us from releasing information.

If any limits apply to your record, this will be explained to you.

You also have the right to correct any information in your client file that you believe is incorrect, incomplete, out of date or misleading.



## How will my information remain confidential?

We have strict policies about who can see and use your personal information. Your privacy is also protected by law. All our staff members must treat your information confidentially.

Generally, we only share personal information about you with people who are directly involved in your ongoing care, for the purpose of a particular care service.

If we need to share your information for this purpose or any other purpose we will ask for your written or verbal consent before doing so (unless otherwise required by law).

## What if I am unable to give consent?

In some cases, people may not be able to give consent because they are legally unable to make a decision about the release of their information. For example, young people (children), people with a severe physical or mental illness or major injury, or other impairment.

In such cases, a decision will be sought from the person's authorised representative. People who can act as authorised representatives in these circumstances are specified by law. Your worker can give you more detail about this.

## Who may have access to information about me?

We may recommend that other services outside this agency become involved in your care. In that case, you will be asked to give consent for us to disclose any necessary information from your client file to other services, to help them assess your needs and provide you with relevant care.

Sharing information in this way helps us to provide you with effective services, and lessens the need for you to repeat your personal information to each new service provider.

You have the right to refuse or withdraw consent if you wish. If you have any concerns or questions about the sharing of information, please speak to one of our staff.

## When can information be disclosed to other people without my consent?

There are very few situations when your information may be shared without your consent. For example, in an emergency situation, we would have to release medical information about you to aid emergency treatment if we are unable to contact your next of kin/ guardian or carer.

Also in certain circumstances, Brophy may be required by law to release personal information about you.

We also may be required to provide information about the service we are providing to you to our funders as part of their auditing and accreditation systems to ensure we are complying with legislation and standards.

### Examples include:

- Anything affecting child safety and wellbeing
- Providing information to a court when required in relation to legal proceedings
- Providing personal records to a law enforcement agency (eg. Police) in response to a search warrant
- If staff believe you are at risk of harming yourself, being harmed by someone or harming someone else.

If any of these circumstances apply, and is appropriate to do so, we will advise you as promptly as we can to the time when the information is released.

## What do I do if I have any complaints?

If at any time you have a question about the way your personal information is being managed, or you have a complaint in relation to privacy or confidentiality of your information, please contact us.

You may also request to see our privacy policy, which is available on our website.

If you are not satisfied with the way we handle your information or deal with your concerns, you may make a formal complaint to one of the external services lists on page 13 of this booklet.

## Who do I contact for more information?

### Manager - Quality and Strategic Projects

Brophy Family & Youth Services  
210 Timor Street  
Warrnambool VIC 3280  
📞 03 5561 8888



# Advocacy

## KNOWING YOUR RIGHTS

*As a service user of Brophy you have the right to involve an advocate of your choice to represent you at any time.*

*An advocate is someone you choose to speak on your behalf and express your views or provide you with independent support or be your witness or your record keeper.*

### Who can be an advocate?

An advocate can be a trusted friend or family member, or it can be an agency whose role is to advise people about their rights and responsibilities when receiving services, and to act on your behalf with other service providers.

Brophy respects the rights of all consumers to appoint an advocate of their choice, or to use the services of professional advocacy services.

**Our staff will encourage the use of a consumer advocate as required.**

### What is the role of an advocate?

The role of an advocate will be discussed with you when you first access our services however, you may engage an advocate at any stage while you are receiving services.

You will need to give your consent for an advocate to access information on your behalf.

**The following advocacy services are available to you:**

#### South West Advocacy

45 Hider Street, Warrnambool VIC 3280  
† 5561 4584

#### Office of the Public Advocate

1/204 Lygon Street, Carlton VIC 3053  
† 1300 309 337

#### Homelessness Advocacy Service

2 Stanley Street, Collingwood VIC 3066  
Ph 9613 6222 or 1800 806 314 toll free

#### The Victorian Ombudsman

Level 2, 570 Bourke Street,  
Melbourne VIC 3000  
† 9613 6222 or 1800 806 314 toll free

#### Victorian Advocacy League for Individuals with Disability

235 Napier Street, Fitzroy VIC 3065  
† 1800 655 570



# Complaints and Feedback

## DO YOU WISH TO COMPLAIN OR APPEAL A DECISION WE HAVE MADE?

### Your Rights

All service users have the right to complain about:

- What services are offered
- The way the service is delivered
- How you have been treated

Service users also have the right to appeal or question a decision that they believe will make their life more difficult. For example if Brophy refuses to provide you with a service.

#### **Using an Advocate**

You have the right to complain or appeal a decision by working through an advocate. An advocate can be a trusted friend, family member or a person from an advocacy service. Brophy staff will provide you with information on advocacy services and assist you to access these services if you request.

### Using an Interpreter

If required, Brophy staff will assist you to access an interpreter, free of charge, to assist with your complaint.

### How do I complain or give feedback?

Feedback forms and boxes are located in our reception areas. If you need assistance to understand the process or fill out the form please ask a Brophy worker.

You can also complain anonymously which means that you do not have to give your name. If you choose to do this, it will not be possible to give you feedback on the result of your complaint. Even if you do not provide your name, we will still action your feedback.

#### **Who should I see or speak to?**

If you would prefer to speak to someone in person, you can speak to your Brophy worker, another Brophy worker that you are comfortable to talk with, the Line Manager, Executive Manager or the CEO of Brophy Family & Youth Services.

You can also leave feedback via our website at <https://brophy.org.au/about-us/how-we-work/feedback/>

## Will they take me seriously?

Every complaint/appeal or feedback is taken seriously as we are keen for information that contributes to improving our service.

## Will I get into trouble for complaining?

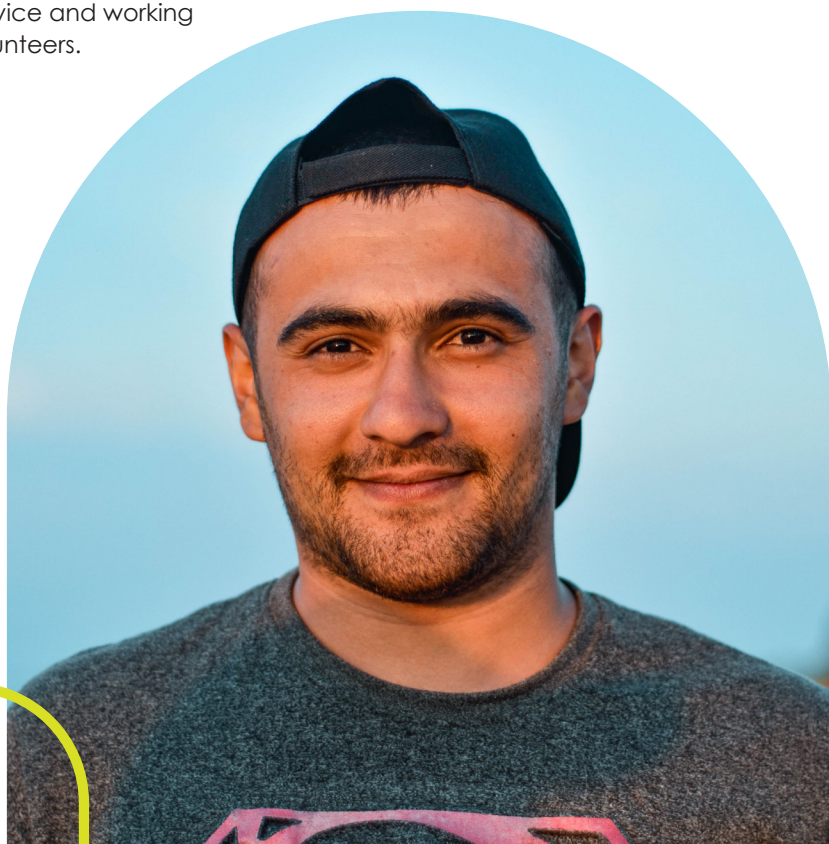
Brophy sees complaints and appeals as important in safeguarding service user's basic rights and at the same time improving our service delivery. Therefore we welcome service users telling us their experience of our service and working with our staff and volunteers.

## How long will it take?

The time it will take to resolve your complaint depends on the type and seriousness of the issue raised, but all efforts will be made to deal with the problem within 30 days.

Appeals of decisions already made will be considered within one week of the appeal being lodged and a final decision within two weeks.

**ALL FEEDBACK CAN BE MADE ANONYMOUSLY**



## IF YOU ARE NOT HAPPY WITH THE OUTCOME OF YOUR COMPLAINT OR APPEAL YOU CAN COMPLAIN TO THE FOLLOWING EXTERNAL SERVICES

### Commission for Children and Young People & Victorian Commissioner for Aboriginal Children and Young People for Out of Home Care

Level 18, 570 Bourke Street  
Melbourne VIC 3000  
† 1300 78 29 78  
e [contact@ccyp.vic.gov.au](mailto:contact@ccyp.vic.gov.au)

### Victorian Civil and Administrative Tribunal - for Rental Tenancy Disputes

55 King Street  
Melbourne VIC 3000  
† (03) 9628 9800  
Toll Free 1300 018 228 (regional only)

### The Victorian Board of the Medical Board of Australia - for complaints related to Doctors or Health Practitioners

Level 8/ 111 Bourke Street Melbourne  
† 1300 419 495  
[www.ahpra.gov.au](http://www.ahpra.gov.au)

### Disability Services Commissioner

† 1800 677 342  
e [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)  
National Relay Service  
[www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)  
Level 20, 570 Bourke Street  
Melbourne VIC 3000

### Department of Jobs and Small Business

– for complaints regarding  
employment services  
[www.jobs.gov.au](http://www.jobs.gov.au)

### The Victorian Ombudsman

Level 2, 570 Bourke Street  
Melbourne VIC 3000  
† 03 9613 6222  
Toll Free 1800 806 314 (regional only)  
Interpreter services:  
Via telephone 134 450  
TTY (teletypewriter)  
133 677 then 03 9613 6222

### Office for the Victorian Information Commissioner – Privacy and Freedom of Information Complaints

PO Box 24274  
Melbourne VIC 3001  
† 1300 006 842  
[www.ovic.vic.gov.au](http://www.ovic.vic.gov.au)

### Health Complaints Commissioner – Complaints relating to Health Records, Doctors or Counsellors

Level 26, 570 Bourke Street  
Melbourne Vic 3000  
† 1300 582 113  
TTY 131 450

### Mental Health Complaints Commissioner – Complaints related to public mental health services

Level 26, 570 Bourke Street  
Melbourne Vic 3000  
† 1800 246 054  
e [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au)

### Victim of Crimes Commissioner

GPO Box 4356  
Melbourne Vic 3000  
† 1800 010 017  
e [enquiries@vocc.vic.gov.au](mailto:enquiries@vocc.vic.gov.au)



### Warrnambool Office

210 Timor Street  
Warrnambool, VIC 3280  
† (03) 5561 8888

### Hamilton Office

98 Thompson Street  
Hamilton, VIC 3300  
† (03) 5599 9245

### Portland Office

33 Otway Street  
Portland, VIC 3305  
† (03) 5559 8990

**Toll Free Number** 1300BROPHY

**e** [admin@brophy.org.au](mailto:admin@brophy.org.au)

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**[brophy.org.au](https://brophy.org.au)**

*Brophy is a quality accredited Child Safe and Rainbow Tick Agency*