



# What You Need To Know Easy Read Guide



## **STATEMENT OF COMMITMENT TO CHILD SAFETY & WELLBEING**

All children have the right to feel safe and be safe. Brophy values the safety of all children and does not tolerate child abuse.

We always listen to all children.

All concerns are treated seriously. We work to prevent child abuse and discrimination.

We want to be a safe place where all children are included and valued.

Including:

- Aboriginal children
- Children that are part of our LGBTIQ+ community
- Children with disability

Brophy stands with all children.



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Brophy acknowledges the First Peoples as the Traditional Owners of this country and their ongoing connection to their cultures, lands and waters.

We pay our respect to past and present Elders, and future leaders and acknowledge their strength and resilience.

Always was and always will be Aboriginal land.

# About Brophy

## Our Purpose

- Build advantaged thinking in our community
- Create connections
- Use the skills of people to create the life they want

## Our Vision

- People are connected to the community
- People can create and build the life they want
- We will use new ideas and strong partnership
- We move towards having an advantaged thinking community

## Our Mission

To provide community based services which promote fairness and improve lives within our community.

## Who we are

Brophy is a not for profit organisation.

We have offices in Warrnambool, Portland and Hamilton.

We help children, young people, adults and families.

Brophy values safety and upholds child safe values.

Brophy has more than 50 programs that can be accessed.

These can be for children, young people, families and all community members.

## Our Values



**Social Justice**  
Everyone has rights and is equal



**Responsiveness**  
We act quickly



**Professionalism**  
We have a high level of care



**Partnership**  
We believe in connecting with others



**Empowerment**  
We believe in following your choices

## Working with you

### Planning your care

Brophy wants you to be in charge of your goals and plans.

You can have family and friends help with your care.

You will be given a copy of your care plan.

## Your participation

### What is it?

- We want to hear your ideas
- You can tell us how you feel about Brophy
- You can join in fun activities, special functions, and events

We're here to help you feel happy and safe.

### Why have it?

- To make sure Brophy is helping you and others
- You are important to us
- We want your help to get better





## How can you participate?

**Feedback Surveys:** We ask you what you think about Brophy and how we can make it better

**Focus Groups:** You can share your ideas with a group

**Media:** We celebrate you and your ideas in things like newsletters, social media, and websites

**Volunteering:** You can help with Brophy programs

**Advisory Groups:** There are special groups where people share ideas to make services better

**Everything you share with us is kept private.**

## What is expected if you participate

- Be committed and show up on time.
- Be kind and keep things private.

## What you can expect from US

- We will be on time and treat you with respect.
- We will give you a safe and private space to share.
- We will welcome your involvement.

## How we can help you

- We might be able to help with things like childcare or transport so you can join in



# Rights and Responsibilities

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

### Your rights as a service user

- To feel safe when at brophy
- Have your privacy respected
- Be treated nicely
- You make your own mind for your care
- You can bring someone with you
- You set your own goals
- Not wait too long
- You can say no to a service
- You can have a private space
- Enter our service without discrimination
- For us to let you know of other help
- To have culturally correct care
- To have a translator available needed

### Our responsibilities as a service provider

#### **Our staff have a responsibility to:**

- Treat you with respect
- To create safety in our service
- Give you options of best service
- Have you involved in care plans
- Respond to your diverse needs
- To give you the service you agreed to
- To have your privacy and confidentiality protected
- To reply to complaints fast
- To allow you to have someone with you
- To hear your views and thoughts of care

## Your responsibilities as a service user

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

- Be kind and show respect to the people helping you
- Be kind and show respect to others using the service
- Use polite words and actions with everyone
- Make your own choices and decisions
- Understand that your choices will have results, and you'll need to accept them
- Share your thoughts about the service to help make it better
- Tell the workers if something is wrong so they can help or find someone else who can





# Personal Information

## WHAT HAPPENS TO INFORMATION ABOUT ME?

- We create a file with your name, address, and important details about you.
- This helps us find your information quickly when needed.
- Your file is kept safe and private.
- We keep it for at least seven years, then get rid of it, as required by law.

### Why we need your information

- To give you the right support.
- To make sure we don't ask the same questions twice.
- To make our services better for you.

### Your rights to your information

- You can ask to see your file or have it explained to you. If we can't share information, we'll tell you why.
- You can ask us to fix anything that is wrong or out of date.



## How your information is private

We have rules to keep your personal information safe, and the law helps protect it too. We promise to keep your information private.

We only share your information with people helping take care of you, and only when it's needed. If we ever need to share it for something else, we'll ask you first, unless the law says we have to.

## What if I can't give consent?

- Sometimes, people can't give consent, like children or those who are very sick or injured.
- In these cases, another person, like a guardian, can make the decision.
- Your worker can explain more if you need help.

## Who can see my information?

- If we think someone else could help you, we'll ask for your permission to share information from your file.
- This makes it easier for you and stops you from having to repeat your details.
- You can say no or change your mind at any time.
- If you have questions or worries, talk to our staff.

## What can be shared without my consent?

In rare cases, we may need to share your information without your approval, such as:

- In an emergency, to help with your medical care.
- If the law says we have to, such as for child safety, court orders, or police matters.
- If we believe someone is in danger.

If this happens, we'll let you know as soon as possible if we're allowed to.

## What if I have a complaint?

If you're not happy about how your information is handled, talk to us.

You can ask to see our privacy policy on our website.

If you're not happy with how we handle your complaint, you can make a formal complaint to another service listed 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

You have the right to choose an advocate to support you at any time. An advocate can:

- Speak for you and share your views
- Provide support
- Be your witness or keep records for you

## Who can be an advocate?

An advocate can be:

- A close friend or family member.
- An agency that supports your rights and acts for you.

Brophy respects your right to choose your advocate and encourages you to use one if needed.

## What does an advocate do?

An advocate can support you at any time while you use our services.

You'll need to say yes for your advocate to access information for you.

### Advocacy services available to you include:

#### 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

## Your rights

### You can complain about:

- The services offered.
- How the service is delivered.
- How you have been treated.

You can also appeal or question decisions that may make your life harder, like if Brophy refuses a service.

### Using an Advocate

- You can make a complaint or appeal through an advocate.
- An advocate can be a trusted friend, family member, or someone from an advocacy service.
- Brophy staff can give you information about advocacy services and help you reach them if needed.

## Using an interpreter

If you need help with your complaint, Brophy staff can arrange a free interpreter for you.

## How to complain or give feedback

**Feedback Forms:** Available in our reception areas. Ask a Brophy worker if you need help filling it out.

**Anonymous Complaints:** You don't have to give your name. But if you don't we won't be able to update you on the outcome. Your feedback will still be looked at.

### Who should I see or speak to?

- Your Brophy worker
- Another worker you're comfortable with
- The Line Manager, Executive Manager, or the CEO
- Leave feedback online at [brophy.org.au/about-us/how-we-work/feedback/](http://brophy.org.au/about-us/how-we-work/feedback/)

## Will they take me seriously?

Yes, all complaints, appeals, and feedback are taken seriously. They help us make our services better.

## Will I get into trouble for complaining?

No, Brophy cares about your feedback. We welcome you telling us about your experience.

## How long will it take?

**Complaints:** We aim to sort out complaints in 30 days

**Appeals:** Decisions will be reviewed within one week, with a decision made within two weeks.

**You can give us feedback without using your name.**



## **IF YOU ARE NOT HAPPY WITH THE OUTCOME OF YOUR COMPLAINT OR APPEAL YOU CAN CONTACT THESE EXTERNAL SERVICES FOR FURTHER HELP**

### **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)

### **Social Services Regulator**

[enquiries@ssr.vic.gov.au](mailto:enquiries@ssr.vic.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**

48 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](http://brophy.org.au)**

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