

# YOUR RESPONSIBILITIES

In return, we expect you to participate equally in the service you receive by:

- Treating staff and other clients with respect and dignity
- Letting us know if you can't keep an appointment
- Letting us know if you don't understand any information
- Letting us know if your circumstances change
- Letting us know when you are finished with our service
- Letting us know when we do our job well.

VACRO can arrange interpreters to assist if you speak little or no English, or if your first language is Auslan.

Please speak to reception or your worker for more information about your Rights and Responsibilities.

If you are not satisfied with the way we handle your complaint, or deal with your concerns you can make a formal complaint to:

Heath Services Commissioner  
Complaints and Information  
Tel: 1300 582 113  
Email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)  
Website: [www.health.voc.gov.au](http://www.health.voc.gov.au)

Australian Privacy Commissioner  
Tel: 1300 363 9922  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)

# LET US KNOW WHAT YOU THINK

VACRO values your opinion on our services and we encourage you to provide feedback on what we have done well or where we can make improvements.

You can provide informal feedback to any staff member or you can choose to use the 'Compliments, Comments, Complaints' form.

We are committed to resolving issues quickly and would prefer that you first try to work through any issues directly with your worker.

If you prefer not to raise the matter directly with the staff member, you can approach the Program Manager. Reception staff can also help you to complete the form and arrange for a VACRO Manager to speak with you about the process if you need.

## VACRO

1/116 Hardware St, Melbourne 3000  
P.O. Box 14093, Melbourne 8001

Phone: (03) 9605 1900  
Freecall: 1800 049 871 (Landlines only)  
Fax: (03) 9602 2355  
E-mail: [info@vacro.org.au](mailto:info@vacro.org.au)  
Website: [VACRO.ORG.AU](http://VACRO.ORG.AU)



LIFE CHANGING

# CLIENT RIGHTS & RESPONSIBILITIES

[VACRO.ORG.AU](http://VACRO.ORG.AU)

This brochure is about your rights and responsibilities as a client of VACRO. It will also tell you how to give us feedback and what to expect when you do.

# YOUR RIGHTS

These are some of the things you should expect from VACRO services. To:

- Be treated with respect and dignity
- Receive competent, caring services
- Have your needs advocated for
- Be informed and consulted
- Refuse or withdraw from a service
- Access your records and the confidentiality of these to be ensured
- Make a complaint about a worker or service.

# RESPECT AND DIGNITY

We aim to provide you with a service that is considerate and respectful of your needs at all times. Your cultural needs will be respected.

You should expect your worker will advocate for your access to other services when appropriate.

# REFUSAL OF SERVICE

You have the right to choose not to accept our services or to withdraw from our programs at any point in time. This will not affect any future offer of a service.

# INFORMATION

You have the right to receive up to date information in language that you can easily understand from the staff who are responsible for providing you with a service.

You have the right to be involved in decisions that are made about provision of services to you, to seek information and advice from other sources about alternative services.

# INFORMATION COLLECTION

We maintain your name and contact details on our database. We keep any information that was provided by the organisation that referred you. We also keep notes when we have a conversation with you. If you are participating in a VACRO program, we may keep additional information, once we have your consent.

You have the right to decide on the information you give to VACRO staff. We will not discriminate against you for this, but in some cases, program staff will require certain information so that you can use or participate in the program.

# PRIVACY AND CONFIDENTIALITY

At times VACRO collects personal information which may be kept on file. This information can be shared between staff but only when it is relevant to providing you with a service. If you are concerned about privacy you should ask VACRO workers what information they are collecting and what will happen to it, or contact the VACRO Privacy Officer.

# WHY DO WE COLLECT INFORMATION ABOUT YOU?

We collect and use only information that is necessary to provide you with an appropriate service or to comply with legal and funding requirements.

We will not use or disclose information unless you have given consent or it is required, authorised or permitted by law.

You have the right to access this information. Please speak with your worker about how you can go about this.