

INFORMATION FOR CLIENTS

Privacy, Confidentiality and Access to Records

FEEDBACK AND COMPLAINTS



marymead
children • families • community

What you can expect from Marymead regarding your privacy and records?

You have a right to have your personal information kept private

Marymead only collects information that helps us to provide a service to you

All client information is stored securely

Your information is only seen by those in Marymead working directly with you on a 'need to know' basis

Your information will only be shared with other services with your permission

You can request to see your information

If you believe your right to privacy has been breached you can make a complaint.

Marymead respects the fundamental equality of all people and the right to live lives of dignity and value. Marymead incorporates human rights into the way we provide services to people. You have rights, including to privacy, freedom of expression, protection of family and children, and equality. We also have a responsibility to consider the rights of others. A person's individual rights are balanced with respecting the rights of other people. Marymead's privacy, access to records and complaints policies are in line with those rights.

Privacy, Confidentiality and Access to Records

Marymead aims to provide quality services for children, young people and families. Part of our service to you requires us to gather personal information about you and/or your child. Personal information collected will only be used for the purpose of providing a service to you and/or your child.

What information does Marymead collect and record?

In accordance with privacy laws, Marymead will only collect information about you and/or your child which is relevant for the direct provision of services.

This includes:

- name, age, contact details and other basic information
- notes from conversations, phone calls and meetings
- court orders and correspondence, including emails
- details about other services you or your child are using
- statistics and data in reporting to funders and to help evaluate services - this data is anonymous and cannot be linked back to you.

Where is your information kept?

Client records are stored securely in lockable filing cabinets, and on a secure database and server. Marymead also uses secure archiving facilities.



Who sees your information at Marymead?

Your information will only be seen by staff working directly with you and/or your child on a 'need to know' basis. Other staff who may 'need to know' your information include your Case Worker's supervisor or manager, and other staff working in the same program team.

Staff from other Marymead teams or programs will not have access to your information without your consent.

Sharing of your personal information

If there is a need to share personal information with another service or another Marymead program, we will seek your consent. You have the right to withdraw your consent at any time.

Exceptions to privacy and confidentiality

Privacy is very important but there are some limits to confidentiality. There may be times where Marymead receives information that a client is likely to harm themselves or others, a client is not safe or may be harmed in some way, or a child is at risk of harm. In these cases Marymead will need to make a report to child protection services or the police. Marymead is bound to provide any information regarding you and/or your family to the courts if we are legally obligated to do so.



Access to your personal information held at Marymead

The personal information Marymead collects about you and/or your child will be made available to you on request as appropriate. It will not include personal information about other people.

Current Marymead clients can make a request to see their files by directly contacting their Case Worker or the relevant Program Manager. Past Marymead clients who wish to access past files are able to do so in writing, by phone, via email or via the Marymead website.

If you are or have been in Out Of Home Care and your file is a statutory file, you can speak to your Case Worker or the Program Manager and we can assist you to access your file.

Breaches of confidentiality

If you believe your right to privacy has been breached, you can make a complaint through the Marymead complaints system.

Not happy with a service provided by Marymead?

Tell someone at Marymead

Who?

- Your Case Worker
- The Program Manager
- A Marymead Director
- The Chief Executive Officer

How?

- Talk to someone in person
- Talk to someone on the phone
- Send an email
- Write a letter
- Fill in a feedback or complaints form

Marymead will

- Listen to you
- Treat you with respect and courtesy
- Look into the matter
- Only tell people in Marymead who need to know

Who else can you talk to?

- A support person or advocate who can make the complaint for you
- An organisation that takes complaints
- The organisation that funds the service (see page 9).

Feedback and Complaints

If you have a complaint, or would like to suggest changes to the way Marymead delivers services to you, we want to hear from you. Marymead welcomes feedback, both positive and negative, and we are committed to resolving issues and improving services to the community.

Marymead recognises it is not always easy to tell people that you don't like the way they are doing things, however we need to know if there is a problem. You may wish to chat about something informally or complain more formally about something more serious. Making a complaint to Marymead will not affect your access to Marymead services, or prevent you from receiving services from Marymead in the future.

How to make a complaint

You can make a complaint to any staff member at any time. Complaints can be made in person, over the phone, by email or by letter. A Complaints Form is available at reception, from your Case Worker or on our website marymead.org.au. When you make a complaint in person or over the phone, the person you speak to will write down your complaint, and may ask you for further information.

1. The first person to contact is your Case Worker, who may be able to suggest ways to sort out the problem. Often the problem can be easily resolved.
2. If your complaint is about your Case Worker, or you feel more comfortable talking to someone else, you can contact the Program Manager or Director of the Program.
3. After talking to these people, if there is no resolution, or the matter is serious, you can contact the Chief Executive Officer at Marymead.



Marymead staff can all be contacted by ringing Marymead central office on 02 6162 5800. If you wish, you can request a meeting at Marymead to discuss the complaint. You are welcome to invite a support person to be present at the meeting.

How soon will Marymead respond to your complaint?

Marymead will keep you informed about the progress of your complaint, and seek to resolve the complaint as a priority. A simple complaint may be resolved within a week, but a more complex complaint will take longer. Marymead will endeavour to resolve all complaints within 20 working days.

You have a right to an advocate

If you do not feel comfortable making a complaint to Marymead, you have a right to ask an advocate, or representative, to make a complaint on your behalf. This can be someone you know or someone from one of the advocate organisations listed over the page.

You can remain anonymous

Your complaint can be anonymous if you would like it to be. The choice is yours, however, we will be able to respond more effectively and give you feedback and further support, if we know who you are. If you make an allegation against a staff member, this cannot be investigated unless you provide your name.



Your complaint will be treated as confidential

Your complaint will be treated confidentially, with information only being shared with those who need to know in order to resolve the issue. However, if your complaint is about a staff member, they have a right to know about the complaint and be given time to respond.

If the matter you are complaining about involves an immediate threat of harm to anyone, or abuse or neglect of a child, action will need to be taken immediately to inform the police or your local care and protection services.

In this situation, if you require an urgent response, please call Marymead reception on 02 6162 5800 and ask to speak to any Program Manager, Director or the Chief Executive Officer, contact the police on 131 444, ACT Care and Protection Services on 1300 556 729, or NSW Child Protection Child Protection Helpline on 132 111.

If you are not satisfied with the outcome of your complaint

You may take your complaint to an organisation or person outside of Marymead.

ACT

Public Advocate of the ACT	02 6207 0707 pa@act.gov.au
The ACT Ombudsman	1300 362 072 ombudsman@ombudsman.gov.au
ADACAS (ACT Disability, Aged and Carer Advocacy Services)	02 6242 5060 adacas@adacas.org.au
ACT Children and Young People's Commissioner	02 6205 2222 actkids@act.gov.au
ACT Human Rights and Discrimination Commissioner	02 6205 2222 human.rights@act.gov.au
ACT Health Services Commissioner	02 6205 2222 human.rights@act.gov.au
ACT Disability and Community Services Commissioner	02 6205 2222 human.rights@act.gov.au
Foster Care Association of the ACT <small>This e-mail address is being protected from spambots. You need JavaScript enabled to view it.</small>	office@fcact.org.au
Conflict Resolution Services	02 6162 4050 mediation@crs.org.au

NSW

Connecting Carers NSW	1300 794 653 southern@connectingcarersnsw.com.au western@connectingcarersnsw.com.au
Foster Care Association of NSW	02 4987 1847 admin@fcansw.org.au
NSW Children's Guardian	02 8219 3600 kids@kidsguardian.nsw.gov.au
NSW Ombudsman	1800 451 524 nswombo@ombo.nsw.gov.au
NSW Anti Discrimination Board	02 9268 5544 adbcontact@agd.nsw.gov.au



You may wish to make a complaint to the relevant funding body.

Department of Social Services (DSS)

1800 634 035

FUNDED PROGRAMS INCLUDE:

complaints@dss.gov.au

Centre for Early Life Matters (ELM)

Contact Program (also funded by ACT CSD below)

New Horizons

Wheelie Fun

Family Skills

Assisting Responsible Care for Kids (ARCK)

Kids and Young are Kool post Separation (KAYAKS)

ACT Community Services Directorate (CSD)

133 427

FUNDED PROGRAMS INCLUDE:

CSD@act.gov.au

ACT Foster Care Program

Residential Program

Flexible Respite and Community Options

Contact Program (also funded by DSS above)

ACT Health Directorate

02 6207 7627

FUNDED PROGRAMS INCLUDE:

healthfeedback@act.gov.au

Kids Companions

mulch (Marymead's Urban Land Community Harvest)

If you have a National Disability Insurance Scheme (NDIS) Package

1800 800 110

feedback@ndis.gov.au



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**Quality
Improvement
Council**
‘Yes ... we are
a QIC accredited
organisation’

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