



This brochure is designed to help you understand what you can expect from the service provided by Early Connections - Coffs Coast

CONFIDENTIALITY

All clients have the right to expect that information provided will be kept confidential. For more information, please refer to the brochure 'Your Information—It's Private'.

LET US KNOW WHAT YOU THINK

Listening to clients is important as it helps us improve our services. Customers wishing to provide compliments, complaints or suggestions can do so by placing written information in the 'Suggestions' box in the office foyer or speaking with the Director.

If you do not believe that your concerns have been dealt with adequately, you may contact the NSW Ombudsman (02) 9286 1000 or toll free 1800 451 524.

WOULD YOU LIKE MORE INFORMATION

Please contact our office for a full copy of our Clients Rights Policy.

OUR LOCATION

13 Kane Crescent
(PO Box 1977)
Coffs Harbour 2450

CONTACT US

Ph: 02 6652 8080
Fax: 02 6652 6039

Email:
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Website:
www.earlyconnections.org.au



CLIENT RIGHTS & RESPONSIBILITIES

CLIENT RIGHTS

These are some of the things you, the consumer, should expect from our service:

- You have the right to be actively involved in the decisions around the delivery of your service provision.
- Competent service provision, respecting your privacy and dignity.
- Adequate information on all aspects of services provided in terms you can understand.
- Participate in decision making which affects your service provision.
- The right to consent to, or refuse service provision.
- The right to consent to, or refuse to participate in education or research programs.
- Access to client records and to have the confidentiality of records ensured.
- A second opinion, if you feel the need.
- Have the right to an advocate of your choice.
- To expect the agency to advocate on your behalf.

RESPECT & DIGNITY

You have the right to considerate and respectful service provision at all times and under all circumstances from our team. Your cultural needs will be respected.

INFORMATION

You have the right to obtain from the team responsible for coordinating your service provision, complete and current information in terms and language you can easily understand.

You have the right to seek information and advice from other sources and choose from available alternatives.

REFUSAL OF SERVICE

You have the right to determine what happens to you and your child. This includes:

- Choosing not to follow through with suggested recommendations.
- Giving or withdrawing your consent before any other support is carried out
- Refusing support from a particular care worker.

PRIVACY & CONFIDENTIALITY

You have the right to expect:

- To be interviewed in surrounds designed to ensure privacy.
- That any discussion or consultation will be conducted discreetly and individuals not directly involved in your care will not be present without your permission.
- To have your client record read only by team directly involved in your service provision or in the monitoring of its quality.
- To expect all communications and other records pertaining to your service provision to be treated as confidential.

INFORMATION COLLECTION STATEMENT

- We collect and use only information that is necessary to provide you with service provision, purposes directly related to providing you with service provision, or to comply with legal and funding requirements.
- We will not use or disclose personal information unless it is required, authorised or permitted by law.
- You have the right to access this information. For the steps to be taken or for further information please contact the Program Manager of our Program.

RESPONSIBILITIES

All clients have a responsibility to:

- Tell the team if they do not understand what they have been told about their service provision.
- Keep appointments and inform the Program if they are unable to keep scheduled appointments
- Treat other clients and staff with courtesy and respect.
- Tell staff of any known changes in their circumstances.
- Provide a safe environment in your home for service providers (eg, ensuring pets will not harm any person providing care).