

- to work towards agreed goals and plans
- to follow any rules when taking part in activities
- to follow directions from BCYF staff during an emergency.

Services are generally provided free of charge. Where fees apply, you will be informed in advance. Our services are provided on the basis of eligibility criteria, relative need and legislative requirements.

If you have any questions or concerns about anything in this document, please speak with your worker.

Child Safe

BCYF is committed to providing a safe and friendly service for all children and young people.

BCYF will not tolerate any form of child abuse and will do everything it possibly can to prevent or minimise harm to children and young people accessing BCYF services.

Inclusion

BCYF acknowledges the traditional owners and custodians of the land we stand on. We are committed to working toward creating a community where all people indigenous and non-indigenous are safe, connected and empowered to live well.

BCYF recognises the diverse needs of our community and we ensure our services are inclusive of all children, young people and their families including those who are of Aboriginal and Torres Strait Islander descent, from culturally and/or linguistically diverse backgrounds, those who identify as LGBTIQ and persons living with a disability.



We work collaboratively with people and partner organisations who also support our diverse client group. Interpreter and translator services are available to all our clients upon request.

BCYF is a leading not for profit community service organisation supporting children, young people and families, to be safe, connected and empowered to live well.

 /BCYFGeelong

 @bcyfgeelong

www.bcyf.org.au

Contact our Complaints Officer

 03 5226 8900

 feedback@bcyf.org.au

This brochure and further information is available on our website and is available for translation upon request.



Client Information



Feedback and Complaints to BCYF

We encourage your feedback

Your feedback is valuable to us at BCYF (Barwon Child Youth & Family). We use your feedback to improve our services to clients and the community, and to investigate and respond to any issues or concerns.

Feedback can be telling us what we do well, a suggestion for improvement, or a complaint.

There are many ways that you can give us feedback including:

- pass on feedback to your BCYF worker or their Supervisor/Manager
- provide written feedback to any BCYF staff member
- complete a feedback form via our website www.bcyf.org.au.

What if I have a complaint?

If your feedback is a complaint about our service we encourage you to:

- talk directly to the staff member involved or their supervisor to try to see if your concern can be resolved
- if this does not work or you are not comfortable doing so you can complete a feedback form via our website
- contact our Complaints Officer.

What happens to my feedback or complaint?

Your feedback will be forwarded to the relevant program manager to help inform how we can improve our services.

Your complaint is kept private. Only people directly involved in your complaint and their immediate Supervisor/Manager will be contacted to try and resolve your concerns.

All complaints will be handled in a sensitive, respectful and timely manner and we will do our best to resolve the concerns raised by you.

If you require an interpreter or more support to enable you to provide feedback/make a complaint to BCYF please let us know and we can help you organise this.

You will not be treated differently or prevented from using a service as a result of providing feedback/making a complaint.

What happens if I am not satisfied with the outcome of a complaint?

BCYF will always try to resolve any complaint as quickly and fairly as possible. If you are not happy with our response and want to take the matter further you have the right to have your complaint reviewed by contacting our Complaints Officer. Alternatively you can take your complaint to an independent advocacy service.

For further information relating to BCYF's feedback and complaints process and a list of independent advocacy services refer to our website.

Privacy

BCYF will ensure the privacy and confidentiality of its clients, in accordance with relevant Federal and State legislative and regulatory requirements.

BCYF will collect your personal information for the purpose of providing services and supports to you and to comply with the obligations of our funding bodies and the law.

BCYF staff will inform you of what information we collect, why it is collected and what we will do with it. We only collect and record information needed for a specific purpose and will not disclose your information without your consent, unless we are required to do so by law or if someone is at risk of harm.

De-identified information may be used for quality improvement, evaluation, research or service planning.

Your information is stored securely and we take measures to protect it from unauthorised access, loss, misuse, disclosure or alteration. We will never sell your information and we will immediately notify you in the event that personal information is involved in a data breach.

You can at any time request access to your information and have the right to correct inaccurate information. If you wish to access your information, have questions relating to privacy or you feel your privacy has been breached, please contact the BCYF Privacy Officer or email feedback@bcyf.org.au.

Client Rights and Responsibilities

BCYF is committed to ensuring that you are informed of your rights and responsibilities. We will provide you with support to help you exercise your rights and meet your responsibilities.

BCYF recognises, respects and actively responds to the diversity in our community, reflected by differing cultures, abilities and beliefs.

All clients of BCYF have the right:

- to be treated with respect and dignity
- to receive services that are sensitive to their age, ability, gender, sexual identity, culture, religion or spirituality, language and communication needs
- to have their privacy respected and protected
- to access their records
- to a quality service
- to participate in the service they receive
- to give feedback, including complaints about the service they receive
- to an advocate if needed
- to be safe from abuse, neglect, violence and preventable injury.

All clients of BCYF have a responsibility:

- to treat staff and others with respect and dignity
- to attend appointments on time

