

Striving to end homelessness

Sustaining housing and strengthening communities

YOUR RIGHTS & RESPONSIBILITIES

Your Rights

Merri Outreach Support Service (MOSS) upholds and promotes the safety and rights of people experiencing housing difficulties. We are committed to the principles of equal opportunity, access and equity and we will:

- Work on your behalf without discrimination
- Provide you with interpreting or translating services as required
- Ensure that disability will not hinder you in accessing services

You also have the right to:

- Quality Service delivered in a professional and respectful manner
- Privacy & confidentiality
- Advocacy
- Make choices that will affect your future
- Be involved in service delivery and decision making
- Without information if you wish
- Lodge complaints and appeals when required

Your Responsibilities:

You can help us to deliver a quality service by:

- Ensuring the information you provide is accurate
- Being respectful to our staff
- Respecting the rights and cultural values of others

Privacy & Rights

PRIVACY STATEMENT

Merri Outreach Support Service is committed to protecting the privacy of your personal information.

What information do we collect about you?

Generally the information we collect will relate to areas of health, community support and the protection of individual and public health and safety. Your information is stored on a client file; this allows us to provide you with ongoing consistent support. Only information that is relevant to your support needs and the work undertaken by MOSS workers on your behalf will be recorded on your file.

We also collect information for the purposes of planning, monitoring and evaluating the services we provide, so we can continue providing a quality service to you.

Why do we collect your personal information?

There are many reasons why we are required to hold this information. Some of these reasons include accessing eligibility to our services and developing support plans.

Who else sees your information?

Your information can only be seen by the professionals in this service involved in your care otherwise, we only release information with others if you agree or if required by law such as in a medical emergency.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help us provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but may affect our ability to provide you with the best possible service.

Talk to us if you wish to change or cancel your consent.

Can you access your information?

Yes, you have a right to request access to your information and ask for it to be corrected if necessary.

You can access your information through your support worker or by calling the Operations Manager on 9359 5493.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

We will make every possible attempt to make sure that your privacy is not breached. However, if you think your privacy has been breached you may lodge a complaint to us and we will do everything we can to resolve the issue.

If you feel that the issue has not been resolved properly, you may refer the matter to:

Office of the Victorian Information Commissioner

Tel Local call within Australia

1300 006 842

Email: enquiries@ovic.vic.gov.au

Health Complaints Commissioner

Tel 1300 582 113

Office of the Australian Information Commissioner (Federal)

1300 363 992

Email: enquiries@oaic.gov.au

Disability Services Commissioner

Tel 1800 677 342

Email: complaints@odsc.vic.gov.au

GUIDING PRINCIPLE

As a service user you have the right to receive a quality service and to be treated respectfully at Merri Outreach Support Service (MOSS).

If you have concerns about how you have been treated or the service you have received information to help you is contained here.

We welcome feedback and suggestions on how to improve the service. If you are unable to resolve an issue through discussion with your case worker or their Team Leader then complaints and/or suggestions should be directed to:

**Operations Manager
Merri Outreach Support Service
22 Lakeside Drive
Broadmeadows VIC 3047
Ph. 9359 5493**

If you would prefer to address your concerns outside the agency or would like an advocate to assist you please contact the Homelessness Advocacy Service on: 1800 066 256

If you feel that your concerns have not been addressed sufficiently by MOSS they may also be taken to the Victorian Equal Opportunity and Human Rights Commission Ph. 9281 7111 or the Commission for Children and Young People on 1300 78 29 78.

You are entitled to complain about any part of the service you receive from MOSS. The following information relates to your rights if you are dissatisfied with the service you have received from an individual worker, team or the Agency.

The first thing you should do is to talk to the worker concerned (if you feel comfortable doing this).

- Tell them why you are not happy with how they have been working with you and if possible come to some agreement with them about how to make the situation better. You can ask somebody you trust (e.g. a friend or advocate) to be present during this discussion.
- If you are not satisfied after this discussion or you do not feel comfortable talking to the worker on your own, you could ask a friend, another worker can act in this role.
- If you are not satisfied after meeting you can make a formal complaint to the worker's Team Leader. The Team Leader or manager will investigate the complaint and try to resolve it. They have two weeks to make their findings.
- Alternatively you can take your complaint to a manager or the Board of Directors. You can contact the Board directly, either in writing or through another worker. Alternatively you could ask the Team Leader to help you. You will be asked to talk
- Merri Outreach Support Service's Consumer Grievance Policy and Procedure are available to all consumers on request.

meeting with the Board, you can take your complaint outside of MOSS. The primary funding body for MOSS is DHHS (telephone 9412 5358).

- You can phone the Homelessness Advocacy Service on 1800 066 256.
- Alternatively you may wish to lodge a complaint through the Disability Services Commissioner on 1800 677 342.
- You can also contact the Victorian Equal Opportunity and Human Rights Commission on 9281 7100. Or if the complaint relates to children, the Commission for Children and Young People on 1300 78 29 78

Merri Outreach Support Service:

- Will support service users in making complaints and offer a safe environment in which to discuss them
- Complaints will be confidential and no information will be passed on without the permission of the service user.

Serious complaints such as physical assault should be immediately reported to an Operations Manager and the police. The decision to report to the police remains with the service user. Merri Outreach Support Service will support service users in this process.

*However, if the matter is in relation to **any** form of child abuse, it is a legal requirement that MOSS reports this to the police and/ or child protection.*

- If you are not satisfied after