

# Your rights, privacy and feedback

## Who we are

Carers Victoria is a not-for-profit organisation that helps families and friends in our community who are caring for someone who needs support due to ageing, disability, mental illness, or other significant health issues.

We are the state-wide peak body for all unpaid family and friend carers.

We provide access to education and events, networks and support groups, scholarships for young carers, and extensive professional development and resources for health professionals and others who work with carers.

We also operate a free, state-wide carer advisory service and provide carers and other organisations with up-to-date information and resources. This may also include direct, one-to-one support and advice for carers; including in some circumstances access to much needed respite.

## Your rights at Carers Victoria



### Access to quality services

You have the right to accurate and culturally appropriate communication and information about the range of available services.



### Safety and care

You have the right to an environment where you are safe and feel safe, and where your voice is heard about decisions that affect your life.



### Respectful treatment

Your culture, family situation, age, gender, disability, faith, sexual orientation, gender identity or intersex status, beliefs and choices are recognised, respected and supported. You have the right to access an interpreter.



### Information

You have the right to accurate information about the range of available services in a culturally appropriate way that will enable you to make informed choices.



### Contribute to decisions about you

You have the right to contribute to decisions about the type of support that is provided to you and the processes impacting on you. You have the right to include the people that you want in planning and decision-making.



### Confidentiality and privacy

You have the right to access information held about you. Your personal information will be protected and only used for the purposes it was collected. The information you have provided will not be disclosed without your consent.



### Give feedback

You have the right to provide feedback or make a complaint without it affecting the way that you are treated.

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## Carers Recognition Act

The Act outlines the principles by which services, programs and government bodies should treat carers with rights to:

- › be recognised and respected as an individual, including your cultural identity
- › be recognised and respected as part of the care relationship
- › where appropriate, have a say in decisions about care planning and care
- › have your needs understood and met
- › receive support now and as your needs change
- › be able to use what the Act and charter say to support your relationship and use of services.

## Child Safety & Wellbeing

Carers Victoria is committed to promoting and protecting the safety and wellbeing of children and young people, by providing a child-safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Carers Victoria has zero tolerance for child abuse. [www.carersvictoria.org.au/child-safe-statement](http://www.carersvictoria.org.au/child-safe-statement)

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## Privacy

### What information do we collect about you?

If you are our client, the representative of another agency, a member or subscriber to our e-bulletin we keep your name and contact details on your contact record.

As a client, other details such as your support plan and information about your caring situation are recorded or updated each time you contact us.

If you are a member of Carers Victoria, your information is also recorded on the Membership Register and is subject to the requirements of the Law under which we are incorporated.

We will only collect sensitive or private information if you consent, and if we need it to provide a service. If you decide not to share some of your information, this is your right, but it may affect our ability to provide you with the best possible service.

Your information can be seen by the staff who work with you. We will only give your information to other services if you let us, or if required by law. The information you have provided will not be disclosed without your consent. The only exception is if you or someone else is at risk of harm.

We are committed to protecting the privacy of your information and it is protected by law. We store your information securely and where possible, we keep it in an electronic file.

### How will your information be protected?

We are committed to protecting the privacy 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. If you send us information electronically, we don't track it or reuse it in any way. We are required by law to retain your record for certain periods of time and therefore it cannot be deleted.

### Communications

Carers Victoria may send you direct mail or emails. You may opt out of receiving these by contacting our Member and Supporter Officer on the contact given below or clicking the 'unsubscribe from this list' link on electronic mail.

### Can you access or correct your information?

Yes, you have a right to request access to your information and to ask for it to be corrected, if necessary, via a freedom of information request. To do this you need to contact our Privacy Officer by email, mail or by phone as given below.

## Feedback: complaints and compliments

Carers Victoria is committed to raising awareness of caring and carers' issues, and taking a leadership role in listening to what carers tell us needs to change. All service users or stakeholders have the right to make a complaint either in writing or verbally. All complaints will be dealt with:

- › fairly
- › in a timely manner
- › confidentially
- › according to a transparent and accountable process
- › seriously.

Carers Victoria will use the feedback obtained to improve our services and to inform our advocacy on behalf of carers. All complaints will be responded to systematically according to our complaints handling procedure.

### How do I make a complaint?

Complaints to Carers Victoria can be made in writing, by post or email or by using the [online client feedback form](#). You can contact us by email or telephone if you have concerns about submitting your complaint in writing. See contact information on page 4.

### Do I have to give my name?

No. However, if you do not give us your name, we may not be able to inform you about any actions we have taken to improve or clarify the situation.

### What happens after I make the complaint?

We will acknowledge receipt of your complaint promptly and consider it carefully. In some cases, we will contact the person/s involved by telephone or in writing to seek comments or an explanation. Many complaints are resolved in this way. We may also decide to investigate and discuss further with the complainant and any witnesses, "as well as staff.

### Will my complaint make a difference?

Yes. Even if it is a matter of clarifying information, or a change in a policy or a procedure, it may lead to improvements of our service.

### What do I do if I want to complain about the way Carers Victoria handled my complaint?

If you do not believe that your complaint has been handled appropriately, you can ask the CEO for an internal review of the matter. Complaints may also be made to the State or Commonwealth Ombudsman offices depending on the subject of your complaint. See next page for all contact details.

## Other agencies for complaints

- › Aged Care Quality and Safety Commission  
P 1800 951 822  
[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)
- › Office of the Victorian Information Commissioner (OVIC)  
P 1300 006 842 (1300 00 OVIC)  
[enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)
- › Mental Health Complaints Commissioner  
P 1800 246 054  
[www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)
- › Office of the Health Services Commissioner  
P 1300 582 113  
[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)
- › Disability Services Commissioner  
P 1800 677 342  
[www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)
- › NDIS Quality and Safeguards Commission  
P 1800 667 342  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- › Commission for Children and Young People  
P 1300 78 29 78  
E [contact@ccyp.vic.gov.au](mailto:contact@ccyp.vic.gov.au)
- › Office of the Public Advocate  
P 1300 309 337 TTY 1300 305 612  
[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)
- › Victorian Equal Opportunity & Human Rights Commission  
P 1300 292 153 TTY 1300 289 621  
[www.humanrights.vic.gov.au](http://www.humanrights.vic.gov.au)
- › Victorian Ombudsman  
P 1800 806 314  
Telephone Interpreter 131 450  
[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)



PO Box 2204 Footscray VIC 3011

P 1800 514 845

E [reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au)

[www.carersvictoria.org.au](http://www.carersvictoria.org.au)

Carer Advisory Line 1800 514 845

Privacy enquiries

[privacyofficer@carersvictoria.org.au](mailto:privacyofficer@carersvictoria.org.au)

Membership enquiries

[membership@carersvictoria.org.au](mailto:membership@carersvictoria.org.au)

Interpreter Service available.

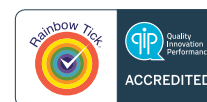
Social Media: @CarersVictoria

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Carers Victoria acknowledges the Traditional Owners of the land on which we work, the Wurundjeri peoples of the Kulin Nation, and pay our respect to Elders past, present and emerging. We acknowledge the continuing connection to land and waters. Sovereignty was never ceded.