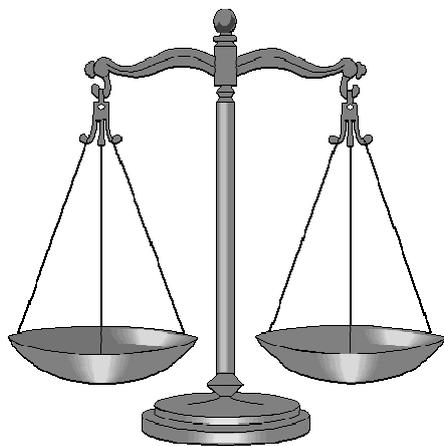




# Your Rights and Responsibilities



**THE SALVATION ARMY SOUTH AUSTRALIA DIVISION**

39 Florence Street  
FULLARTON, SA. 5063.  
Phone: (08) 8408 6900

## **Our Vision**

Empowered by Jesus Christ, Salvationists and staff will live out the mission and values of The Salvation Army

## **Our Mission**

To provide support services and programs that:

- Transform Lives
- Care for people
- Make disciples
- Reform society

## **Our Core Values**

- Human Dignity
- Justice
- Hope
- Compassion
- Community

## **About This Booklet**

This document has been prepared to let you know about your rights and responsibilities in your contact with The Salvation Army.

If you have any difficulty understanding any part of this document please ask a member of staff to explain it to you.

## **Asking For An Interpreter**

Should you require the services of an interpreter, The Salvation Army will endeavour to make this service available.



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# Privacy

The Salvation Army provides services and manages personal information in accordance with the Federal Government Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012 with its thirteen Australian Privacy Principles and the SA State Government Information Sharing Guidelines.

You have the right:

To have your information managed in accordance with Federal and State Government legislation and guidelines.

This means we will:

- Keep your personal information private and secure
- Only collect information necessary for the provision of support services
- ask your permission to share your personal information with others
- Provide reasonable access of information kept about you by The Salvation Army

Such access will be provided as quickly as possible.

- Provide an explanation for the information we decline to give you and any information you do not understand
- Amend information where you demonstrate it is inaccurate, incomplete, not current or irrelevant.

## **Limits to Privacy**

The Salvation Army follows the State Government's special rules on how different agencies can share information and work together to keep adults, children and their families safe. If for some reason we can't get your permission, we may share your information anyway without telling you. We will only do this when our assessment suggests it will reduce the risk of harm to people and/or improve the coordination of support services to you.

You have the right to be informed of the circumstances where we are required to release your records to other agencies or when there are legal requirements for your information to be relayed to another person.

For example:

Courts, Centrelink, Coroner, Families SA

## **Access to Services**

The Salvation Army will facilitate access to services for all people seeking support and assistance.

This includes all people with disabilities and those whose primary language is not English.

If you require support in accessing our services please make your request to a member of our on-site staff.

# Your Rights

You have the right:

- To have your privacy respected
- To make informed choices
- To be listened to when you have a question or want information and to receive a response to any request you make
- To have all information given to you in a language or format you can understand
- To know how to make a complaint
- To retract your consent to information sharing
- To meet with the people involved in your case and to know their name and qualifications
- To refuse to participate in the training of staff and volunteers
- To refuse the involvement of particular workers. (this may mean we cannot provide you a service)
- To be addressed by your proper name or name of your choice
- To have your beliefs, your ethnic, cultural and religious practices respected

## **More of your Rights**

- To be provided with a supportive, safe and secure environment
- To feel safe from any form of abuse
- To receive empathetic, competent, professional support services that are appropriate to your needs
- To exercise free choice within an agreed program
- To receive support regardless of your social or financial status, age, sex, race, religion, political belief, sexuality, disability, or health
- To be treated politely, with dignity and consideration
- To have information communicated to you clearly
- To receive prompt responses to your enquiries
- To have your advocate treated with the same dignity and respect as yourself
- To refuse the presence of other people, including other workers, students and researchers
- To talk with other service users, friends, relations and advocates, in order to have your needs represented to those providing the support service

## **Your Responsibilities**

Just as the support provided to you should reflect certain principles you also have a responsibility to assist with the process.

You have a responsibility to:

- Help staff by communicating your needs with courtesy and respect, behaving in a non-abusive and non-threatening manner
- Be aware that most services operate through an appointment system to ensure that people are fairly treated
- Provide accurate financial and personal details, including the names of services currently involved in providing support to you
- Ask for clarification of any information when you don't understand it
- Play an active role in your support plan, for example carrying out actions you decide upon
- Accept responsibility for any decisions you make or actions you take
- Refer to staff by their preferred name.

## **Staff Rights**

Salvation Army staff have the right to:

- Be treated with respect
- Be listened to
- Be treated in a non-abusive and non-threatening way
- Be referred to by their preferred name
- Receive sufficient information from clients in order to provide effective assistance
- Assist people to solve their problems themselves
- To refuse to work with people when they are abusive, threatening, or under the influence of alcohol or drugs
- Supervision and de-briefing from supervisors or managers as needed

## **Staff Responsibilities**

The Salvation Army staff have the responsibility to:

- Inform you of your rights and responsibilities as outlined in this booklet
- To provide you with information about the programs and services offered by this organisation and to the level of their understanding the range of services available within other organisations
- To provide you with support regardless of your social or financial status, age, sex, race, religion, political belief, sexuality, disability, health, or legal status.

### **Please Note:**

Some programs are funded for specific target groups only.

An explanation will be provided if support is denied on these grounds.

# **Charter of Rights for Children and Young People in Care**

The Salvation Army in South Australia has endorsed this Charter and acknowledges and believes that Children and Young People have rights.

If you are a child or young person under guardianship orders you should receive a copy of the Charter of Rights booklet outlining the things you should know regarding your rights.

## **You have the right to:**

- Feel good about yourself
- Live in a place where you are safe and cared for
- Get the help you need
- Understand and have a say in the decisions that affect you

## **Community Development and Education**

The Salvation Army is committed to providing current and clear information on options available you.

Our staff will help you make choices that assist you maintain the quality of life you desire.

## **Your Feedback And Opinions**

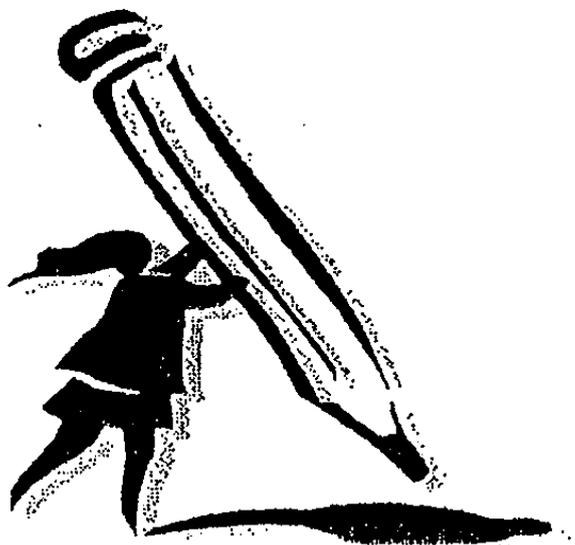
Your feedback is important to us. Feedback includes suggestions, compliments and complaints.

There is a feedback box situated at each Salvation Army office location. Feedback forms are located next to this box.

Feedback forms can be placed in the feedback box or provided to us via post or handing it direct to one of our staff at any time.

You have the right to expect a response to any feedback you submit.

All Salvation Army programmes are evaluated regularly. This process provides an opportunity for a cross-section of people to comment on the quality of services being delivered. If you are provided an opportunity to participate in an evaluation your contribution is greatly appreciated.



## **Complaints Procedure**

You have the right to have your complaints considered by the organisation.

We have a process in place through which you can express complaints.

You can lodge your complaint verbally or in writing. There is a client complaint form in the back of this book.

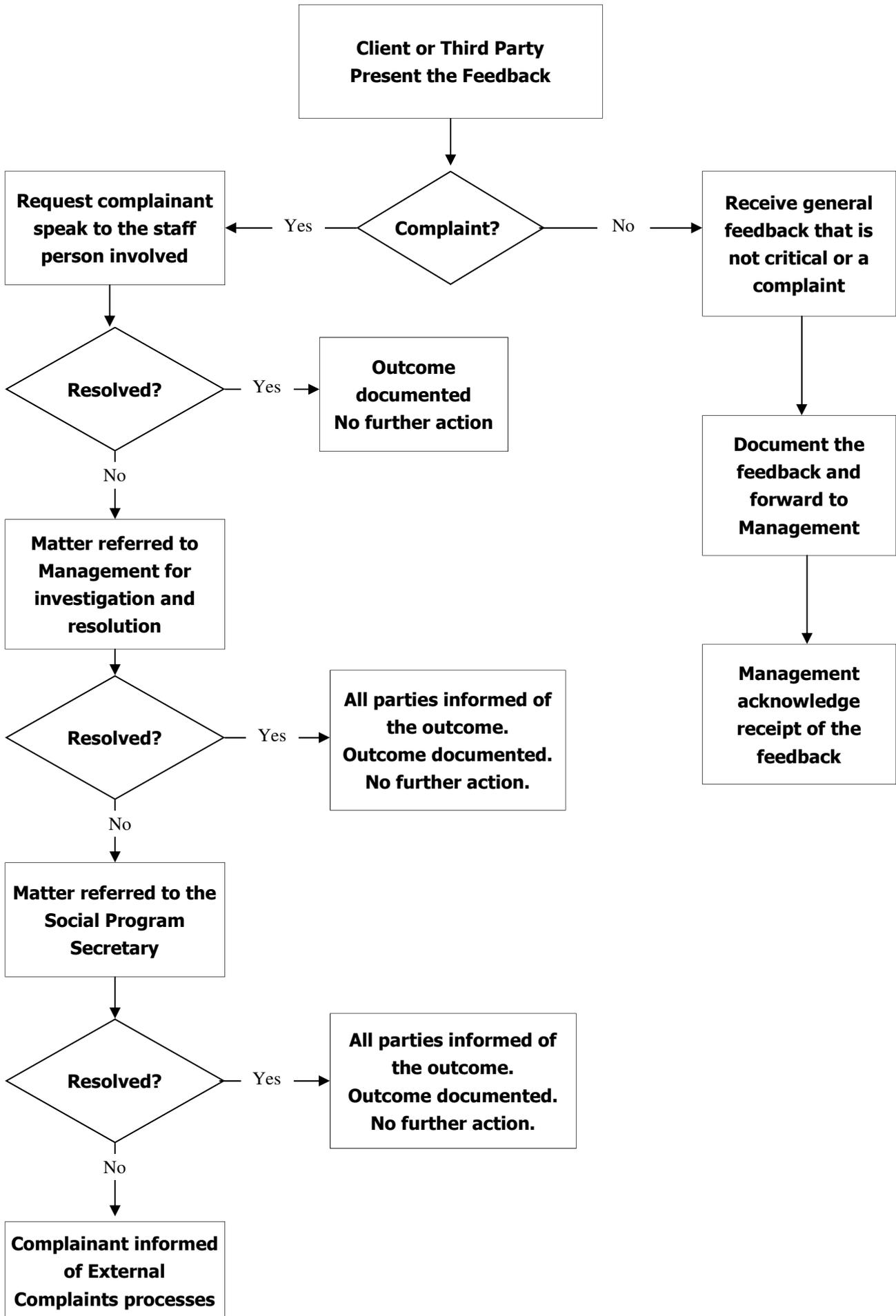
Complaints received by the organization follow a process detailed in our policies and procedures and summarised on page 13 of this booklet.

You have the right to expect a fair hearing without recrimination and to achieve a fair resolution to your complaint.

You may withdraw your complaint and stop action at any time.

If you are not satisfied with the internal resolution to your complaint you have the right to access an external complaints body. (Our staff will support you locating a suitable complaints body)

# Feedback Process



## **Feedback Form**

*This form can be used to provide us with suggestions, compliments, concerns or complaints.*

**When you provide us feedback it is taken seriously and the relevant manager will take appropriate action to follow up your feedback.**

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Your feedback is recorded here:

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***If you are lodging a complaint, please complete the information below:***

This incident/matter occurred on: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Witnesses/Persons were:

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Your signature: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Contact details: \_\_\_\_\_

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**You will be contacted about the above matter as soon as possible  
if you have included your contact details.**

