

Client responsibilities

In order to maximise the best experience and outcomes from our services it is your responsibility to:

- Provide complete and accurate information about yourself and your situation.
- Ask questions, discuss your options and let us know if you do not understand.
- Arrive on time for appointments or let us know if you can't.
- Be able to participate in appointments (i.e. not under the influence of alcohol or other drugs, turn off your phone).
- Follow plans or strategies developed with your worker or discuss reasons why you can't.
- Let us know of any changes in your circumstances.
- Provide feedback to us on how you found the service.

Violence and abuse in any form will not be tolerated.

What if I am not happy with the CAFS service?

- You have the right to complain about a CAFS service, or staff member, if you are not happy.
- You have the right to be treated well if you make a complaint and to have it taken seriously and investigated fairly.

To make a complaint or suggestion

We would love to hear if you feel we have done something well or if you have a suggestion about improving our service.

- If you believe we have not provided a quality service we would like to hear from you. Many concerns can be discussed with the staff members you have worked with. Ask to speak with the staff member's supervisor if you are still not satisfied.
- You may also take your complaint or suggestion to the Complaints Manager to have it dealt with as per CAFS Complaints Policy.

How will I know if someone works for CAFS?

- CAFS staff carry a card with their name and photo on it. If you are not sure the person works for CAFS, you should ask to see identification.



Working with
you to make
informed decisions



CAFSA has a long history supporting families, dating back to 1865 with the Ballarat Orphanage and Ballarat Children's Home.

Your Rights and Responsibilities as a Service User of CAFS

CAFSA Ballarat

Ludbrook House, 115 Lydiard Street North, BALLARAT 3350

P: (03) 5337 3333 **F:** (03) 5332 1724 **E:** info@cafs.org.au

CAFSA Ararat

4 Banfield Street, ARARAT 3377

P: (03) 5352 2910 **F:** (03) 5352 5115 **E:** afs@cafs.org.au

CAFSA Moorabool

52 Grant Street, BACCHUS MARSH 3340

P: (03) 5367 9900 **F:** (03) 5367 4315 **E:** bm@cafs.org.au

CAFSA Hepburn

13 Hospital Street, DAYLESFORD 3460

P: (03) 5348 8200 **F:** (03) 5348 1324 **E:** dfs@cafs.org.au

Early Childhood Parenting Centre

515 Chisholm Street, BALLARAT 3350

P: (03) 53327 1100 **F:** (03) 5333 5715 **E:** chisholm@cafs.org.au

Delacombe Community House

102 Leawarra Crescent, DELACOMBE 3356

P: (03) 5335 6633 **E:** dch@cafs.org.au





CAFS Vision: Wellbeing, respect and safety for all children and families.

Our mission is to strengthen and empower individuals, families and communities in order to heal from: the oppression of disadvantage, alienation from culture and social connections, and the trauma of abuse and violence.

Child & Family Services Ballarat Inc. (CAFS)

- CAFS is a non-government Incorporated Association, which is governed by people from the community. CAFS employs professional social workers, welfare workers, psychologists and office staff to provide services.
- We have offices in Ballarat, Moorabool, Hepburn and Ararat.

Who can use our services?

- Almost anyone can use our services. Some services need special referrals from the Department of Human Services. Please enquire through our Intake Service if you are not sure.
- Most of CAFS services are free of charge. If there is a cost you will be told about it before you decide to use the service.

Can I choose which service I receive?

- Yes, in most cases. Sometimes the Court or Department of Human Services may order someone to receive a service from CAFS, but CAFS staff cannot make you do this.

How does CAFS handle information about Service Users?

- The things you talk about will be kept private according to the law. Staff are not allowed to tell people from outside CAFS about your business unless you give permission or there are situations like described below.
- CAFS staff have to report when people, especially children, are not safe and they may have to take action to help keep people safe. We require all our staff to notify the Department of Human Services if they think a child may have been abused or is at risk.
- Many CAFS staff work in teams. If you do not want other CAFS staff members to know about your situation you have the right to ask the staff member to keep it private. However, all staff will speak with a supervisor about their work.
- CAFS staff keep notes of their work in files. All files are locked away and kept in private when not in use. From time to time, CAFS files are looked at by external auditors to check our systems and work with clients. These auditors sign confidentiality agreements before looking at your file.
- CAFS staff use computers to record information about clients. This is so we can keep track of who is receiving our services and to plan what new services may be needed. Once again, we will respect your privacy according to the law.

Can I see what is in my file?

- The law allows you to have access to information kept regarding yourself. You can request this information from the CEO. Please ask a staff member how to make your request or contact the CEO. You are not allowed to see information about someone else even if it is in your file.

Does CAFS have students?

- CAFS has many people studying to become professionals within the welfare area. A student should tell you that he/she is a student. You have the right to ask for another staff member if you are not happy to be working with a student.

Research Projects

- From time to time CAFS staff may undertake research projects and may seek your involvement. This is not compulsory and will require your approval in writing for the project to proceed.

*Commitment to standards:

CAFS is registered with the government as a service provider and is committed to maintaining the following standards:

1. Quality leadership and management
2. Value and respect shown to all people
3. Positive outcomes for clients
4. A welcoming, safe, accessible environment
5. Safety, stability and development of children / young people promoted
6. Strengthened capability of parents, families and carers to provide effective care
7. Services support the best interests of children & youth
8. Integrated services responses

**These standards apply directly to Family Services, ChildFIRST, Out of Home Care services, PASDS, and Families First.*