



Caboolture Community Care

~ Client Handbook ~ Revised June 2021

**Caboolture Community Care Inc
9 George Street
PO Box 440
Caboolture 4510**

Ph: 07 5495 2933

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About Us

Our Mission

To be an organisation which constructively contributes to the relief of stress poverty and disadvantage and contributes to the development of a caring society in the Moreton Bay North Region, while actively encouraging and participating in collective responses to benefit residents of the Moreton Bay North Region area.

The specific mission of the counselling service is to provide a readily accessible professional counselling service free of charge which meets the needs of the residents of the Caboolture area regardless of ethnicity, religion, age, gender, sexual orientation, marital status, disability or any other factor.

Our Operating Principles

The Operating Principles of Caboolture Community Care are:

- People have the right to be treated non-judge mentally and with respect and dignity.
- People's confidence is respected except where legal requirements prevail.
- The worth and value of different cultures and creeds is recognised.
- The meaningful participation of people in the decisions affecting them and their communities is encouraged.
- People are entitled to a basic quality of life and to access to community resources to help achieve this.
- People have a right to self-determination and to be responsible for their actions.

Your Rights

Your Rights	Our Responsibilities
<i>As a client of Caboolture Community Care you have the right to:</i>	<i>In providing service to you, we have a responsibility to:</i>
Be treated with respect, dignity and consideration.	Honour you as a person, and treat you with courtesy and consideration.
Be safe and feel safe.	Provide a safe environment for you when you access our services.
A professional service.	Ensure that all our workers are well trained and work in accordance with our mission, vision and values.
Be informed about what services are available.	Provide you with accurate information about our services and programs.
Be assessed to receive services without discrimination.	Offer the services we are funded to deliver without discrimination.
Choose what service you will receive.	Respect the choices you make about services.
Refuse assessment or service.	Respect the decisions you make, including your decision not to refuse some services.
Have your philosophy and values respected.	Respect your philosophy and values, even when these differ from those of our service.
Have a support person present when you access our services.	Work cooperatively with you and your support person in the provision of services.
Express your views and ideas, make comment, or complain.	Ensure that you are aware of our complaints procedure, and have access to relevant forms and assistance if you want to lodge a complaint or provide feedback on the service you receive.
Confidentiality and respect for your privacy.	Follow strict procedures to ensure your confidentiality and privacy, except where these rights may be overridden by legal or safety considerations.
Have access to your own records following established procedure.	Provide you with information about how to access your records, and the circumstances in which access may be refused.

Our Rights

Our Rights	Your Responsibilities
<i>In providing service to you, we have the right to:</i>	<i>As a client of Caboolture Community Care you have a responsibility to:</i>
Expect you to act in a safe manner when you access our service.	Respect the right of our staff to work in an environment that is free from harassment, and the right of other clients to access our services safely.
Expect you to provide us with the information necessary for us to assist you.	Provide all the relevant information to enable staff to provide assistance required.
Expect you to take responsibility for the consequences of any decisions you make.	Accept the results of any decisions you make.
Expect your participation and contribution to the service or program you have accessed.	Be an active participant in the service or program you are accessing.
Expect you to let us know when you cannot attend a pre-arranged appointment.	Keep appointments and tell us beforehand if unable to do so.



Confidentiality

We have policies and procedures in place to ensure that your privacy and confidentiality is protected, unless there are serious moral or legal requirements to the contrary. All management committee members, staff, volunteers, contractors and students are bound by a Declaration of Confidentiality.

At all times we will aim to balance your right to maintain control over your personal information with our various moral, legal, and professional obligations. Only information that is necessary and directly related to the service being provided by us will be collected from you.

Individuals have a general right of access to their own personal information after their identity is confirmed, and the right to have that information corrected if it is inaccurate, incomplete or out of date.

The preferred way to access information is in consultation with the Counsellor. The request is to be put in writing using the **Client Request to Access Information Form**. The request will be considered by the Manager and, if there are no legitimate barriers to accessing the information, the information will be made available to you. If retrieval from archived material is required a cost may be incurred.

Privacy

All workers and volunteers engaged by us will respect your privacy by:

- ◇ conducting all conversations and meetings with you regarding personal matters in such a way that your privacy and confidentiality is maintained
- ◇ conducting all conversations and meetings related to you and your information in such a way that your privacy and confidentiality is maintained
- ◇ ensuring that no unnecessary physical contact occurs between the worker/volunteer and yourself
- ◇ ensuring that workers/volunteers do not enter any room of your home, or touch any private possessions belonging to you, without your express permission or invitation
- ◇ respecting your cultural traditions

Health and Safety

Health and safety is our priority. We aim to provide a safe environment where clients, staff and volunteers may engage without fear of accident or injury.

Everyone has a role in ensuring the Caboolture Community Care is a safe place for all, by:

- ◇ following health and safety directions and procedures
- ◇ being aware of the location of exits from the building
- ◇ refraining from aggressive or threatening behaviour

In an emergency evacuation, the marshalling area is at the south-east corner of the property in the lane outside the fence.

Child safety is a priority for us. We follow rigorous staff recruitment procedures to protect children and young people from harm. In any instance where a staff member or volunteer becomes aware that a child or young person is experiencing, or is at risk of experiencing harm, we are obliged to notify the Department of Child Safety. The process for this notification is documented in the Child Abuse and Neglect Notification Procedure.

Access and Equity

We work proactively to make information about the range of services we offer available to all people, regardless of their age, ability, education, religion, health status, marital status, gender, sexual orientation, number of children, socio-economic status, cultural or linguistic background, or any other factors.

To this end, we invite and welcome any support persons who can help you understand what we provide, and make informed decisions about the services you choose.

Client Feedback

We welcome information and suggestions from you, to enable us to improve the quality of our services. Please give us your suggestions for improvement, using the **Client Evaluation Form** (hard copy or electronic version).

We also seek your feedback on any of the services we provide: individual services, group programs, or just our service in general. We will invite you to complete a feedback form at regular intervals, and always at the end of any service you receive. You are also most welcome to give us your feedback at any time.

Client Complaints

You have the right to complain about the service you are receiving without fear of retribution and can expect complaints to be dealt with fairly, promptly and confidentially. Complaints are to be put in writing using the **Client Complaint Form**.

If the complaint is of a serious nature, the Manager will inform the President of the Management Committee as soon as possible after receiving the written complaint. The Manager will contact you within five working days of receipt of your written complaint to discuss what action is proposed/has been taken, and will seek feedback from you on the complaints procedure.

If the complaint is not resolved to your satisfaction, the Manager will notify the Management Committee who will contact you to seek a resolution and take all steps possible to address the complaint. You will be kept fully informed of the resolution process.

If, after following the above procedures, the complaint remains unresolved, you can take the complaint to other authorities, as appropriate.

As far as possible, the fact that you have lodged a complaint, and the details of that complaint, will be kept confidential among those directly concerned with its resolution. We will seek your permission before any information is given to any other parties whom it may be desirable to involve in order to resolve the complaint satisfactorily.

Where a complaint relates to matters of an unlawful nature, this complaint will be passed on to the relevant authorities.