



CLIENT CHARTER

WHAT BALLARAT CASA DOES

Ballarat CASA receives government funding to provide a counselling, advocacy and community education service. We support victim/survivors of sexual assault, their families, friends and communities and provide treatment to people under the age of 18 years who exhibit problem sexual behaviour. People over the age of 3 years and of any gender may receive a service.

WHAT YOU CAN EXPECT FROM US

We will:

- Respect your right to privacy;
- To have CASA services and our role clearly explained to you;
- Ensure that your dealings with us remain confidential unless we have your written permission (and see note below – Limits to confidentiality);
- Treat you with courtesy, dignity and respect;
- To support you to navigate any barriers you may experience in accessing the service
- To provide a culturally sensitive service;
- Value your feedback about our service;
- Be open with you about what we write in your file and let you see what we write;
- Endeavour to contact you to cancel or change appointments when that is necessary;
- Inform you about the complaints system.

WHAT WE EXPECT FROM YOU

We would like you to:

- Tell us if you cannot come to an appointment;
- Make sure the phone number and address we have for you are up to date;
- Help us improve our service by giving us honest feedback;
- Utilise the complaints system if something goes wrong.

BALLARAT CASA COMPLAINTS PROCESS:

If something goes wrong or if you are not happy about the service:

Firstly, we encourage you to try to sort it out with the Counsellor/Advocate you're working with. If you try this and are not satisfied with the outcome, or if it feels too difficult to speak about it with your Counsellor/Advocate, then you are welcome to speak with the Operations Director on 03 5320 3933 or email casa@gh.org.au. (Who is obliged to deal with the complaint and record the result).

If you are not satisfied with these responses, please call the Grampians Health Consumer Liaison team on 03 5320 4014 or feedback@gh.org.au. We take complaints seriously and aim to resolve them quickly and fairly.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC, fill out a complaint form at www.hcc.vic.gov.au or phone 1300 582 133 between 9am and 5pm, Monday to Friday to discuss your complaint.

Victims' Charter of Rights:

CASA is expected to follow certain guidelines in order for you to feel safe, comfortable and understood when accessing our service. If you would like to know more about your rights as a victim of crime, you can call the Victims of Crime Helpline on 1800 819 817. The line is staffed from 8am to 11pm Monday to Friday, except public holidays.

Alternatively, you can email vsfeedback@justice.vic.gov.au

Or write to:

Feedback Coordinator
Victims Services, Support and Reform
Department of Justice and Community Safety
GPO 4356
Melbourne VIC 3001

LIMITS TO CONFIDENTIALITY

Ballarat CASA staff will obtain the consent of the service user before contacting other agencies or workers about the service user, unless the client or any child in their care is experiencing current family violence and it is assessed by the worker and a senior Counsellor/Advocate that it is not in the best interests of the client due to increasing safety concerns.

We are obliged to pass on information if we believe that there is a serious or imminent risk of harm to any person, including you, and the disclosure is necessary to prevent or lessen that risk, including child abuse, danger to yourself or others, or if the file is subpoenaed in a court case.

CASA staff may seek secondary consultation from senior CASA staff in regards to ways to provide you with the best service. These discussions will remain confidential within Ballarat CASA.