

CONTACT US:

Pine Rivers Neighbourhood Centre

In person: 865 Gympie Road, Lawnton
By mail: PO Box 489 Lawnton, QLD 4501
By email: encircle@encircle.org.au
Ph: 3889 0063 or **Fax:** 3285 1531
Online: www.encircle.org.au

Pine Rivers Community Legal Service

In person: 4A/481 Gympie Road, Strathpine
By mail: PO Box 489 Lawnton, QLD 4501
By email: legal@encircle.org.au
Ph: 3881 3500 or **Fax:** 3285 1531
Online: www.encircle.org.au

Redcliffe Neighbourhood Centre

In person: 1 Lamington Drive, Redcliffe
By mail: PO Box 2102 Redcliffe North, QLD 4020
By email: redcliffe@encircle.org.au
Ph: 3284 3081 or **Fax:** 3285 1531
Online: www.encircle.org.au

Young Parents Program

In person: 119 Stafford Road, Kedron
By mail: PO Box 1179, Stafford QLD 4035
By email: ypp@encircle.org.au
Ph: 3357 9944 or **Fax:** 3857 8021
Online: www.encircle.org.au

Brisbane North Homestay Service

In person: 54 Handford Road, Zillmere
By mail: PO Box 489, Lawnton QLD 4501
By email: encircle@encircle.org.au
Ph: 3152 8246 or **Fax:** 3285 1531
Online: www.encircle.org.au



INFORMATION HANDBOOK

PINE RIVERS NEIGHBOURHOOD CENTRE
PINE RIVERS COMMUNITY LEGAL SERVICE
REDCLIFFE NEIGHBOURHOOD CENTRE
YOUNG PARENTS PROGRAM
BRISBANE NORTH HOMESTAY SERVICE

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Providing Feedback continued

If the complaint is not resolved, the manager will notify the CEO 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 the complaint remains unresolved, the complaint can be taken to an external party to seek resolution. Details are below:

Family and Relationship Services:

Telephone: 1800 634 035

Email: complaints@dss.gov.au

Department of Communities, Child Safety and Disability:

Email: feedback@communities.qld.gov.au

Phone: 1800 080 464

Office of the Public Guardian for Adults

Phone: 1300 653 187

Email: adult@publicguardian.qld.gov.au

Office of the Public Guardian for Children and Young People

Phone: 1800 661 533

Email: child@publicguardian.qld.gov.au

Digital Dispute Resolution:

<http://www.justice.qld.gov.au/corporate/media/2016-media-statements/justice-services/digital-dispute-resolution-at-your-fingertips>

Qld Government Dispute Resolution:

<https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/mediation/>

Providing Feedback

Encircle welcomes information and feedback which will help us improve the quality of our services.

You have the right to give feedback or make a complaint about the service you are receiving without fear of retribution and can expect your feedback to be dealt with fairly, promptly and confidentially. You can provide feedback verbally, in writing, via a feedback form or you can use an advocate.

As far as possible, the fact you have lodged a complaint, and the details of that complaint, will be kept confidential among the staff / volunteers directly concerned with its resolution. Your permission will be obtained before any information is given to other parties that may need to be involved in order to satisfactorily resolve the complaint.

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

If you wish to make a formal complaint, please contact a program area manager on:

- 3889 0063 for the Pine Rivers Neighbourhood Centre
- 3284 3081 for the Redcliffe Neighbourhood Centre
- 3881 35000 for the Pine Rivers Community Legal Service
- 3357 9944 for the Young Parents Program
- 3152 8246 for the Brisbane North Homestay Service.

Your complaint will be recorded using the **Complaint Form**.

The program area manager will contact you within five working days to discuss what action is proposed / has been taken, and will seek feedback on the Feedback, Complaints and Appeals Procedure.

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About Encircle

Encircle is a not for profit community owned and operated organisation for individuals and families in the greater north Brisbane area, providing a flexible range of support services and information.

Encircle responds to personal and community needs within a safe and welcoming environment.

Encircle provides a range of activities and services for individuals and families from five locations:

- The Pine Rivers Neighbourhood Centre located in Lawnton,
- The Pine Rivers Community Legal Service located in Strathpine,
- The Redcliffe Neighbourhood Centre located in Redcliffe,
- The Young Parents Program located at Kedron.
- Brisbane North Homestay Service in Zillmere

Our Mission

To support individuals, families and strengthen our communities”

Our Vision

Connected, vibrant, resilient communities.



Our Operating Principles

In all its operations Encircle will embody the following principles:

Social Justice - no one will be discriminated against on the basis of education, religion, abilities, marital status, sexual orientation, health status or socio-economic status.

Respect - in all our interactions we will honour human dignity and rights, value people's potential, diversity and uniqueness, and validate their experience and perspective.

Partnership - we will work in collaboration with clients and the community, recognising their skills, strengths, resources, motivation, knowledge and qualities.

Transparency – we are committed to: decision-making processes that are based on consultation and collaboration with all stakeholders; the right of access to information about decisions; and the right of appeal for those affected by a decision, while respecting privacy and confidentiality.

Professionalism – we will work efficiently, effectively and appropriately, in accordance with professional and organisational standards.

Integrity – workers and management will uphold the mission and vision of Encircle, declare any conflicts of interest, and ensure that personal values and relationships do not impinge on the way they perform their duties.

Workplace Health and Safety

The health and safety of people at Encircle is a high priority. We aim to provide a safe environment for all clients, staff, volunteers, contractors and visitors.

Everyone has a role in ensuring Encircle is a safe place for all and can do this by:

- Following workplace health and safety directions and procedures;
- Being aware of the location of exits from the building;
- Being aware of marshalling areas for when there is an emergency;
- Letting us know if you notice that something is broken or damaged;
- Following the client code of behaviour.



Interpreting Service

Where it is identified that there may be difficulty communicating with a client in English or who is deaf, or has a hearing or speech impairment, staff can arrange to access telephone interpreting services from the Commonwealth Government or the Auslan Interpreting Services.

Privacy and Confidentiality (cont.)

Can I access my own information?

Individuals have a general right of access to their own personal information after their identity is confirmed, and have the right to have that information corrected if it is inaccurate, incomplete or out of date. The request to access your personal and sensitive information 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. If the request is denied, Encircle will provide a written reason for the refusal and advise of available complaint mechanisms.

What if I think my Privacy has been breached?

If you believe your privacy or confidentiality has been breached, please ask to speak to a manager. You can also complete a Complaints Form.

I would like to know more about Privacy and Confidentiality

Please ask if you would like a copy of our full Privacy Policy. Or visit <http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act> to read the Privacy Act and Australian Privacy Principles.

Your Rights

As a client of Encircle you have the right to:

- Be treated with respect and dignity;
- Access services in a safe environment.;
- Be assessed to receive services without discrimination;
- Actively participate in decisions affecting you;
- Have a support person present when you access our services;
- Have your personal and sensitive information kept confidential, except where these rights may be overridden by legal or safety reasons.
- Express your views and ideas, make suggestions and give feedback;
- Access your own records.

Your Responsibilities

As a client of Encircle you have a responsibility to:

- Act in a way that respects the safety of our staff, volunteers and other visitors to the centre;
- Help us to understand the needs of you/your family by providing all relevant information so that we can provide the best service possible;
- Actively participate in the service or program you are accessing;
- Keep appointments and tell us beforehand if you are unable to do so.

Our Duty of Care

If we believe that you and/or your children are being harmed, or at risk of harm, we have a duty of care to ensure you and your children's safety.

This means that Encircle may disclose your personal and sensitive information if we reasonably believe that the disclosure is necessary to lessen or prevent risk of harm to yourself or others. This duty of care relates particularly to the safety and wellbeing of children as outlined in the Child Protection Act 1999.

Client Code of Behaviour

The following will help to ensure the safety of everyone connected with Encircle.

Whether you are accessing services at a centre or during a home visit we ask that you abide by the following code of behaviour:

- ◇ Respect the right of everyone to be safe and feel safe by not using violence, threats of violence, swearing or using obscene language;
- ◇ Do not smoke, drink alcohol or use any non-prescribed drugs or illegal substances. Persons that are affected by substances will be asked to leave, and if evident during a home visit, the visit will be rescheduled;
- ◇ Wear appropriate clothing e.g. footwear, shorts, pants, t-shirts at all times;
- ◇ Respect other people's right to privacy and confidentiality;
- ◇ Act respectfully towards all people regardless of their gender, sexuality, race, culture, language and/or religion;
- ◇ Let a staff member or volunteer know if you notice something that could effect the safety of others.



Privacy and Confidentiality

Encircle has policies and procedures in place to ensure that your personal and sensitive information is kept private and confidential in accordance with the Privacy Act and the Australian Privacy Principles. All Board member, staff, volunteers, contractors and students are bound by a Declaration of Confidentiality.

When might Encircle breach confidentiality?

Only if Encircle reasonably believes that the disclosure is necessary to lessen or prevent risk of harm to yourself or others, or if it is legally obligated to provide information (e.g. subpoena).

What information will be collected?

Only personal information that is necessary and directly related to the service being provided by Encircle will be collected from you. Encircle will collect sensitive information such as, health information, racial or ethnic origin only with your consent and if it is needed for the purpose of providing services to you.

How is my information stored?

All personal and sensitive information is securely stored in locked cabinets and/or password protected databases. Access to these records is restricted to those who require access to work with you and carry out the services of Encircle. Encircle will never disclose your personal or sensitive information to overseas recipients.

