



# Information Handbook

**Kallangur Neighbourhood Centre**

**Pine Rivers Neighbourhood Centre**

**Redcliffe Neighbourhood Centre**

**Pine Rivers Community Legal Service**

**Encircle Homestay Service**

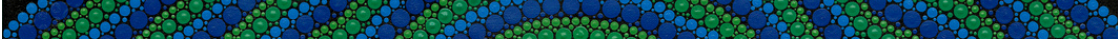
**Young Parents Program**





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## About Encircle

Encircle Community Services Ltd. is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in the northern suburbs of Brisbane, particularly in the Moreton Bay region.

We are committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs.

Encircle provides a range of activities and services for individuals and families, including counselling, family support, tenancy sustainment, homelessness outreach, older persons program, legal services, and community activities, from six locations:

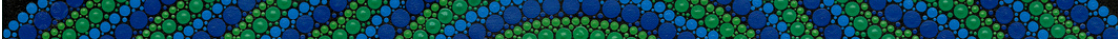
- Kallangur Neighbourhood Centre in Kallangur
- Pine Rivers Neighbourhood Centre in Lawnton
- Redcliffe Neighbourhood Centre in Redcliffe
- Pine Rivers Community Legal Service in Strathpine and Caboolture
- Young Parents Program in Kedron

### Our Purpose

Support and advocate for the people of the City of Moreton Bay through leading, advocating, aligning, seeking, and learning.

### Our Vision

The people of Moreton Bay are supported to live with dignity through access to basic human rights including safety, shelter, and freedom of choice.





## 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.

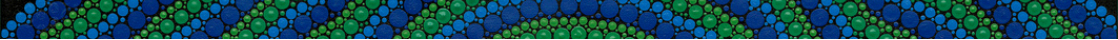
**Respect:** in all our interactions we will honour human dignity and rights, value people's potential, diversity and uniqueness, and validate their experience and perspective.

**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.



## Your Rights

### As a client of Encircle you have the right to:

- Be treated with respect and dignity.
- Have access to 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 and/or 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 are 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 affect the safety of others.
- Encircle reserves the right to refuse entry or exclude anyone whose behaviour breaches this Code of Conduct or compromises safety. Exclusions may be temporary or permanent in line with our Ban Policy.

## 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 members, 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 (eg. subpoena).

### What information will be collected?

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

### 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.



## Privacy and Confidentiality

### 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. You can also read the Privacy Act and Australian Privacy Principles here:

<http://www.oaic.gov.au/privacy/privacy-legislation>



## 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 who is deaf, has a hearing or speech impairment, or where English isn't their first language, staff can arrange to access telephone interpreting services from the Commonwealth Government or the AUSLAN Interpreting Services.



## Child and Youth Risk Management Strategy

### How does Encircle look after the safety and wellbeing of children and youth accessing Encircle services and programs?

- All staff, volunteers, and students at Encircle sign and adhere to a Code of Conduct for working with Children, Young People and Adults. The Code of Conduct provides clear guidelines on how staff, volunteers, and students are to interact with children and young people and the consequences of not meeting these standards.
- All staff, volunteers, and students working with children hold a valid Blue Card or exemption card.
- Encircle has procedures to ensure that its staff are committed to providing safe and supportive environments for children and young people.
- All staff, volunteers, and students are provided with clear guidelines to follow if they have concerns about the safety and wellbeing of a child or young person.
- Staff, volunteers, and students implement risk management strategies for all activities that involve children and young people that are run by Encircle.
- If you have any questions or would like to provide feedback on Encircle's Child and Youth Risk Management Strategy, please let us know.



## We Welcome Your 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 at:

Kallangur Neighbourhood Centre.....	3465 3200
Pine Rivers Neighbourhood Centre .....	3889 0063
Redcliffe Neighbourhood Centre .....	3284 3081
Pine Rivers Community Legal Service .....	3881 3500
Encircle Homestay Service .....	3889 0063
Young Parents Program .....	3357 9944

## Where else can I take my complaint?

If the complaint remains unresolved, the complaint can be taken to an external party to seek resolution. Details are below:

### **Family and Relationship Services**

Phone: 1800 634 035

Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

### **Department of Housing and Public Works**

c/o Moreton Bay Housing Service Centre

Phone: 07 5432 0700

Email: [moretonbayhsc@housing.qld.gov.au](mailto:moretonbayhsc@housing.qld.gov.au)

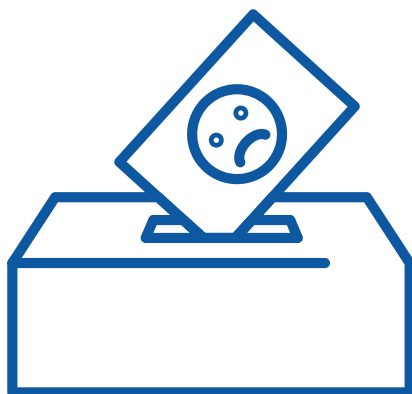
### **Office of the Public Guardian**

Phone: 1300 653 187

Email: [publicguardian@publicguardian.qld.gov.au](mailto:publicguardian@publicguardian.qld.gov.au)

### **Qld Government Dispute Resolution**

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



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, or has been taken, and will seek feedback on the Feedback, Complaints and Appeals Procedure.

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.



Kallangur



Pine Rivers



Redcliffe



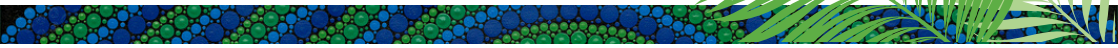
## Client Declaration *(your copy)*

I, ..... declare that I  
have received the Information Handbook covering  
the following topics:

- Introduction to the Centre
- Rights and Responsibilities
- Duty of Care
- Client Code of Behaviour
- Confidentiality
- Child and Youth Risk Management
- Workplace Health and Safety
- Interpreting Service
- Providing Feedback

Signed: .....

Date: .....



## Contact Us

### Kallangur Neighbourhood Centre

Address: 51 Marsden Road, Kallangur  
Post: PO Box 38, Kallangur Qld 4501  
Email: [kallangur@encircle.org.au](mailto:kallangur@encircle.org.au)  
Phone: 07 3465 3200

### Pine Rivers Neighbourhood Centre

Address: 865 Gympie Road, Lawnton  
Post: PO Box 489, Lawnton, Qld 4501  
Email: [encircle@encircle.org.au](mailto:encircle@encircle.org.au)  
Phone: 07 3889 0063

### Redcliffe Neighbourhood Centre

Address: 1 Lamington Drive, Redcliffe  
Post: PO Box 2102, Redcliffe North, Qld 4020  
Email: [redcliffe@encircle.org.au](mailto:redcliffe@encircle.org.au)  
Phone: 07 3284 3081

### Pine Rivers Community Legal Service

Address: 4A/481 Gympie Road, Strathpine  
Post: PO Box 489, Lawnton, Qld 4501  
Email: [prcls@encircle.org.au](mailto:prcls@encircle.org.au)  
Phone: 07 3881 3500

### Encircle Homestay Service

Address: 865 Gympie Road, Lawnton  
Post: PO Box 489, Lawnton, Qld 4501  
Email: [homestaybnreferrals@encircle.org.au](mailto:homestaybnreferrals@encircle.org.au)  
Phone: 07 3889 0063

### Young Parents Program

Address: 12 Emerald Street, Kedron  
Post: PO Box 274, Kedron Qld 4031  
Email: [yp@encircle.org.au](mailto:yp@encircle.org.au)  
Phone: 07 3357 9944

### Community Family Mediation Service

Email: [mediation@encircle.org.au](mailto:mediation@encircle.org.au)

## Want to know more?



**Encircle website:**

[www.encircle.org.au](http://www.encircle.org.au)

## Follow us on socials



**Encircle Facebook:**

<https://www.facebook.com/EncircleLtd/>



**Encircle LinkedIn:**

<https://www.linkedin.com/company/encircle-community-services-ltd>

