



**Melbourne Citymission**  
Building Inclusive Communities

# **CLIENT INFORMATION KIT**

## **PICTORIAL VERSION**

**VERSION #: 1**

**DATE: JULY 2009**

**REVIEW DATE: DECEMBER 2010**

**PERSON RESPONSIBLE: QUALITY CO-ORDINATOR, DISABILITY SERVICES**



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## WHO ARE WE AND WHAT DO WE DO?

Melbourne Citymission (MCM) has been working with people for over 150 years.

We provide services for people in the following areas:

<b>DISABILITY</b> 	<b>HOMELESSNESS</b> 
<b>EMPLOYMENT, EDUCATION AND TRAINING</b> 	<b>PALLIATIVE CARE</b> 
<b>CHILDREN AND YOUTH</b> 	<b>ADULTS AND FAMILIES</b> 



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## MCM's CLIENT INFORMATION KIT

This Kit uses clear and simple language and pictures to support your understanding.



If you need more help to understand this information a MCM worker or your support person can do this.



This kit will tell you what you need to know when you are receiving a service from us.



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This information kit will tell you what you need to know about MCM's policies & procedures, including:

- Right & Responsibilities



- Information Privacy



- How to make a complaint





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## MCM's CLIENT INFORMATION KIT

For more information you can go to  
our website:

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



If you need an interpreter,  
let your worker know



You can also ask for advocacy from  
someone outside of MCM





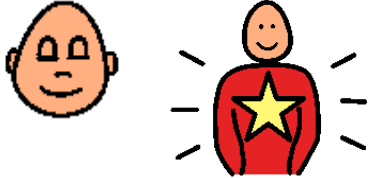

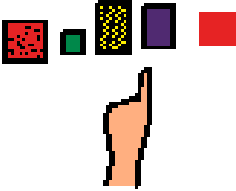
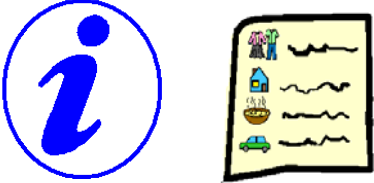


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## YOUR RIGHTS



As a client of Melbourne Citymission you have the right  
to:



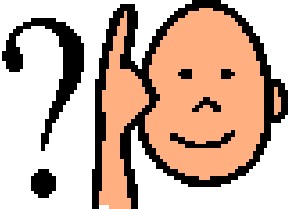
		
<p>Privacy</p>	<p>Qualified staff</p>	<p>Services that are safe and you do no harm.</p>
		
<p>Be treated fairly and with respect, no matter who you are or where you come from.</p>	<p>Be involved in decisions Melbourne Citymission makes to support you.</p>	<p>Information about the service you receive in a way you can understand.</p>



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## YOUR RIGHTS



	
<p>Your personal information being kept private.</p>	<p>Provide feedback, complain and be heard on any issue, at any time.</p>
	
<p>Be told, understand and agree to Melbourne Citymission sharing your personal information with others who may provide you a service.</p>	<p>To involve an advocate of your choice</p>




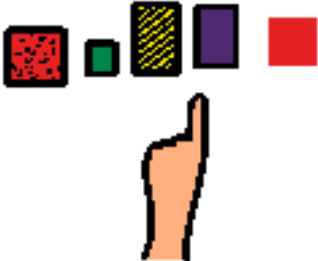


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## YOUR RESPONSIBILITIES



As a client of Melbourne Citymission you should:

	
<p>Respect the rights of other service users, staff and the community in general.</p>	<p>Respect the right of staff to work in a safe environment</p>
	
<p>Provide information to help us work with you</p>	<p>Be responsible for decisions that you make.</p>



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## INFORMATION PRIVACY

Melbourne Citymission uses your personal details when you ask for support from one of our services.



The only other time we use your information is when we are asked to do so by law.



Melbourne Citymission may ask for your permission to gather information from others to provide you a service.



Only authorised Melbourne Citymission staff are allowed to see, access or copy your records.

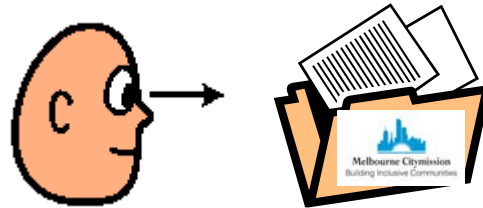




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## INFORMATION PRIVACY

By law you have the right to look at your personal details kept by Melbourne Citymission.



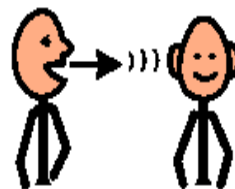
You can do this at any time.

To look at your personal details held by Melbourne Citymission please phone your local Melbourne Citymission office.



Phone Number:

If you would like to know anything else about privacy please speak to your worker.



Worker's Name:

Phone number:



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## INFORMATION PRIVACY

For more information on privacy please



visit [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)



phone 1300 666 44

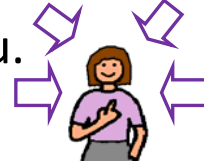




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## CONSUMER FEEDBACK

MCM welcomes all feedback from you, your family or any other person who is important to you.



The Victorian Disability Standards assists us to support you the best possible way.



At least once a year we will ask you questions about what you think us.



Some ways we may do this include:

- Calling you on the telephone
- When your plan is reviewed
- Sending you a survey



- Face to Face Interviews



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## COMPLAINTS & GRIEVANCES

How to make a complaint about MCM.

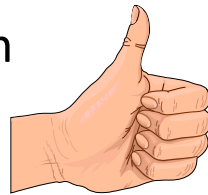


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Melbourne Citymission treats all complaints seriously, and with strict confidentiality.



The service you receive from MCM is not affected in anyway.



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We use your complaints as a way to improve our service to you and others.



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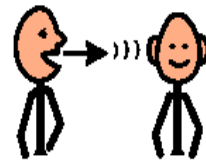


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## COMPLAINTS & GRIEVANCES

1

Speak to your Melbourne Citymission staff member about your complaint first.



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Worker's Name:

Phone Number:

2

If you are not happy about what your worker has said you can speak to a Melbourne Citymission manager.



Phone Number:



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## COMPLAINTS & GRIEVANCES

You can also make a  
complaint in writing



Address:

or go to our web site

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



You can have someone to support you when you make  
a complaint





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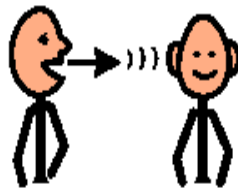
## COMPLAINTS & GRIEVANCES

Once you have made a complaint

Melbourne Citymission has a process that we follow when you make a complaint.



Please speak with your worker if you would like more information



Worker's Name:

Phone Number:

If you are not happy with the outcome of your complaint or the way we handled your complaint you can contact the Disability Services Commissioner



Phone: 1800 677 342