

## Fleurieu Families

Provides support for families through parent education, home visiting and raising awareness of the importance of the early years.

We hope that as a Fleurieu Families participant you will experience the advantages of support through group involvement, attending family activities and events, or having a confidential person who is there "just for you".

Please contact us if there is any way you feel we can improve the service provided to families in our community.



## YOUR RIGHTS

As a Fleurieu Families participant you have the RIGHT to:

- 🔗 Be treated with respect, dignity and justice, regardless of your culture, religion, age, ability, gender, sexuality or life situation.
- 🔗 Confidentiality and a respect for your privacy.
- 🔗 Read your own records
- 🔗 Receive considerate and courteous care
- 🔗 Participate in decision making
- 🔗 Information about services and options available to you
- 🔗 Receive fair investigation of complaints

## YOUR RESPONSIBILITIES

As a Fleurieu Families participant you have the RESPONSIBILITY to:

- 🔗 Communicate respectfully with workers (paid and volunteer)
- 🔗 Ask for all the information that you need
- 🔗 Contact a staff member if you wish to make any changes to the agreement contract, including appointment times
- 🔗 Inform us if you think there is anything that will jeopardise the safety or well being of our workers or other Fleurieu Families participants
- 🔗 Give feedback or complaints concerning the service you receive. This can be done over the phone, in writing, or in person to any Fleurieu Families worker, or via one of the following options:
  - \* Your local council's complaints and grievances procedure

\* FaHCSIA Complaints, PO Box 7576,  
Canberra Business Centre ACT 2610  
Phone: 1800 634 035  
Fax: 02 6133 8442  
Email: [complaints@fahcsia.gov.au](mailto:complaints@fahcsia.gov.au)

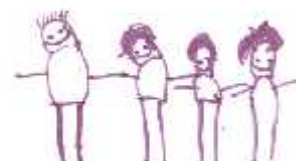
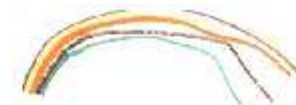


## CLIENT RIGHTS & RESPONSIBILITIES



Families come in many shapes and sizes.

Fleurieu Families is committed to supporting your family.



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Phone: 08-8551 0500  
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