



Client Rights and Responsibilities

The Children and Parenting Support Service (CaPSS) is offered through The Salvation Army Social Housing and Support (SASHS) Network. This document outlines your rights and responsibilities as a client of CaPSS.

The CaPSS strives to provide excellent, high quality, respectful and supportive services to strengthen individual and family unit skills and knowledge in relation to the child and parent bond.

Understanding your rights and responsibilities as a client of the CaPSS is important and central to our work.

As a client of the Children and Parenting Support Service, you have a right to:

- Be treated in a professional and courteous manner that respects and appreciates difference related to race, ethnicity, country of origin, gender, sexual orientation, religion, personal values, age, or ability.
- To expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
- Be provided with a safe environment.
- Choose to use or not use our services.
- A prompt service.
- Utilise an interpreter if required.
- Receive accurate and relevant information in a timely manner.
- Make a complaint about the service received from the Children and Parenting Support Service and expect that this complaint will be treated seriously, confidentially and appropriately (please turn over for Complaints, Compliments and Feedback process/details).
- Access your client file by request in accordance with the *Privacy Act 1988* and the *Freedom of Information Act 1982*.

The Children and Parenting Support Service believes that clients have responsibility for their own health and well-being as far as this is possible.

As a client of the Children and Parenting Support Service you have a responsibility to:

- Show consideration and respect and behave in a manner which does not cause undue disruption to staff and other clients/participants.
- Show respect to others, including practitioners, volunteers, and other clients.
- Be respectful of SASHS property, and/or other property in which you are engaged in a service provided by the Children and Parenting Support Service.
- Attend sessions on time and/or keep your scheduled appointment time. If you need to cancel an appointment, please contact your practitioner as soon as practicable, prior to your appointment.
- Participate in the service provided to maximise your benefits and to achieve your individual goals.
- Maintain confidentiality regarding information about other clients or participants in groups.
- Honouring agreements made with your Children and Parenting Support Service practitioner(s) about service provision and care.

Client Rights and Responsibilities – Declaration

As a consenting client/participant of the Children and Parenting Support Service Individual, Group and/or Pop-Up Session, I have been provided a copy of the Children and Parenting Support Service Client Rights and Responsibilities.

I understand that if I am a case managed client, my CaPSS practitioner and I will discuss and decide on a process if I do not attend a scheduled session. I understand my rights and responsibilities as a client/participant of the Children and Parenting Support Service.

Client Name:

Signed:

Date:/...../.....

A copy of this statement must be given to the client and the original signed copy is to be scanned to the client's electronic file.

How to make a complaint, give a compliment and/or feedback.

1. To provide feedback or a compliment, please let us know by:
Phone: 03 9312 5891 or
Email: capss@aus.salvationarmy.org
2. To make a complaint, please contact the CaPSS Program Manager:
Phone: 03 9312 5891
Email: capss@aus.salvationarmy.org

The Program Manager will contact you to obtain the details of your complaint, compliment and/or feedback. All complaints will be dealt with as per the Salvation Army Social Housing Service Complaints Procedure.

3. If your complaint is not resolved to your satisfaction, you can direct your complaint to:

Department of Social Services

Tuggeranong Office Park

Soward Way (Cnr Athllon Dve)

Greenway ACT 2900