

YOUR RIGHTS & RESPONSIBILITIES (ADULT)

INFORMED CONSENT

EDVOS is a voluntary service, therefore we can only work with you if you agree and give 'informed consent'. In order for you to give 'informed consent', EDVOS must give you information about who we are, what we do, how we will work with you and what we can and cannot do.

Once you have received and understood this information, you can make an informed decision as to whether you want to work with us or not. This is 'informed consent'.

The following information in this document, as well as the *EDVOS How we can help* brochure, is designed to give you the information you need to make this decision. If there is anything that you do not understand or would like more information on please ask your worker to provide further explanation.

HOW WILL EDVOS WORK WITH YOU?

EDVOS' approach to working with you will be 'client-centred', this means it is led by you and the support provided is tailored to your specific needs and goals. To do this, your worker will create a 'goal directed care plan' with you. Your goal directed care plan will include a brief summary of your situation, your goals and how you will work together with your EDVOS worker to achieve those goals.

Before creating your goal directed care plan together, your worker will need to ask you a range of questions about your experience of family violence, your safety needs and your recovery needs.

This will include a detailed discussion about your situation, the violence you are/ or have experienced and your current level of risk. Following this discussion your worker will check in with you on a regular basis to ask whether anything has changed, including whether your risk has gone up or down. This information is really important as it will help inform your safety plan, goal directed care plan and how EDVOS can best support you.

You can decide how much detail you give us, but please be aware that your worker may not be able to effectively safety plan with you if they do not have a clear or accurate picture of your risk and what is happening for you.

To achieve your goals and get the most out of working with EDVOS, you will need to complete any agreed actions allocated to you in the goal directed care plan or let your case manager know if you are unable to complete/undertake any agreed actions allocated to you and have regular, open conversations with your worker, including telling them if your situation and/or needs change. Your worker will review your goal directed care plan with you on a regular basis to check it is still current and meeting your safety and recovery needs.

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YOUR RIGHTS

EDVOS is committed to making sure the rights of clients are respected at all times. At EDVOS, you have the right to expect workers to:

- Work with you and support you to tell your stories from your perspective
- Show you respect and no judgement at all times
- Be culturally informed and sensitive
- Tell you what your options are
- Follow up and provide support in a timely manner
- Provide quality support that prioritises your safety and wellbeing

It is your right to:

- Be told about what services you can access and make decisions about what services you want to receive
- Give feedback to EDVOS about the service and support received
- Stop support whenever you choose, and re-access the service at any time
- Have access to an interpreter
- Be told about what laws apply to EDVOS and its workers around privacy and duty of care
- Be told about the recording, storage and sharing of your information and how your personal case files can be accessed
- Ask to see the information on your file
- Expect that EDVOS will protect your privacy. No personal or private information will be provided to anyone outside EDVOS without your permission (informed consent), unless we are required to by law or there is a serious risk of physical harm or sexual abuse to a child or yourself.

YOUR RESPONSIBILITIES

It is your responsibility to:

- Work with your case manager to develop a goal directed care plan, work through tasks and try to meet personal goals
- Have open and honest conversations about your choices and decisions and wherever possible work towards taking responsibility for your choices and decisions
- Respect the rights of everybody at EDVOS. Aggression or any form of discrimination towards staff and other visitors is not acceptable.
- Be honest with workers so that they can make sure you are safe and supported at all times
- Keep appointments or ring and cancel if necessary
- Not consume alcohol or drugs on the premises; or ask workers to buy alcohol, cigarettes or drugs on your behalf

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MAKING A COMPLAINT

If at any time you feel your rights are not being met, you are welcome to discuss this with a staff member or make a complaint. You can do this without fear of getting in trouble. Your complaint should be responded to quickly and fairly.

You can give feedback or make a complaint to EDVOS in the following ways:

- To any EDVOS staff member in person
- To any EDVOS staff member by phone (03 9259 4200)
- To any EDVOS staff member in writing – by letter, email (feedback@edvos.org.au) or feedback box in reception waiting area
- Feedback Form on EDVOS website (<https://www.edvos.org.au/contact/>)
- Paper Feedback Form (available at Reception in Charter Street)

You also have the right to complain or express concern about EDVOS or another service if they have discriminated against you on the grounds of your race, colour, descent, national or ethnic origin, or immigration status. You can do this by contacting the **Australian Human Rights Commission** (<https://humanrights.gov.au/complaints>).

If you have a problem with EDVOS, you can also complain or share your concerns to the **Homelessness Advocacy Service (HAS)** (<https://chp.org.au/need-help/>). HAS will tell you what your rights are, and can support you to make a complaint. HAS is independent, free, and confidential. Contact HAS (free call) on **1800 066 256**.

CONFIDENTIALITY

COLLECTION AND USE OF YOUR PERSONAL INFORMATION

To best support you, EDVOS will need to collect personal information about you and your experiences. As stated above, this information is used to identify your risk and safety needs and inform the development of your goal directed care plan.

Where possible, EDVOS will collect information directly from you, however EDVOS may also collect information from other sources such as referral forms, police or other services.

All information we collect about you will be stored in a secure place in accordance with the Privacy Act 2000 (Commonwealth) and the Privacy and Data Protection Act 2014 (Victoria).

The following information about you will be collected and stored in your file (web based):

- Name and contact details. This is used to contact you (if you have given us permission)
- Reason for contacting EDVOS. This information helps us understand more about the work we do
- Your age, place of birth, language spoken, Aboriginality, etc. This information helps us understand more about the people that come to EDVOS
- Gender identity, and when relevant, sexual orientation. This helps us to tailor our service to best suit your needs
- Your experiences or history which affect your safety and wellbeing

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- Notes taken by your worker. This provides a record of all contact with you and others with whom you give us permission to contact
- Your goal directed care plan and progress towards achieving your goals
- Any other information that relates to your care and support.

If you would like to read your file, please ask your worker. You can request that EDVOS make changes to your file if you believe the information is incorrect or misleading.

If you refuse to provide all or part of the personal information we need from you, we may not be able to provide you with any or a full range of services. If you have concerns about giving your information please discuss this with your worker.

DISCLOSURE

DUTY OF CARE & LIMITED CONFIDENTIALITY

Information in your file is only shared for the purposes of providing you with services and is not shared outside EDVOS unless you agree. However, there are certain laws that require EDVOS workers to disclose certain information about you to other parties under *certain circumstances*. We will need to act and give information to other people if:

- You are at risk of hurting yourself or at risk of being hurt
- Any child is at risk of being hurt
- Someone in the community is at risk of being hurt
- We are told about a serious crime
- A court orders us to produce the information under a subpoena or other court order

This is called **Duty of Care**. EDVOS has a duty of care to keep you safe and a duty of care to the safety of the broader community. Examples of people we may need to share information with to keep you (and your children) safe are:

- Police
- Child Protection
- Courts
- School

Where possible, we will always tell you when we are giving people your information and explain why. You need to be aware that we may still need to provide information or talk to people even when you ask us not to. If you would like more information, please read the EDVOS' Privacy and Confidentiality Policy on our website.

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ACKNOWLEDGEMENT

- I consent to working with EDVOS and my allocated worker _____.
- I understand that my worker's role is to help people who are experiencing and responding to family violence.
- I understand that my worker will ask me questions about my experience of violence, my safety, goals and needs. This will include discussing what makes me feel safe/unsafe and strategies to support me to feel safe in the future. This will also include regular check-ins to see if my risk has changed and to make sure my safety plan still meets my safety needs.
- I understand that this information will be used to create my goal directed care plan. My worker and I will create this plan together to make sure it meets my needs.
- I have read the above information for the 'collection and use of my personal information' and understand why my information must be collected.
- I also know EDVOS has a Privacy and Confidentiality Policy, which covers the collection, storage, disclosure and security of client information; and that this policy complies with the Privacy Act 2000 (Commonwealth) and the Privacy and Data Protection Act 2014 (Victoria) and other relevant Government laws and regulations.
- I understand that the information discussed with my worker will be confidential. Staff won't share my information or what I say without my consent, unless they think I am in danger and/ or are required by law, to share information to protect me (or others) from serious harm.
- I understand that I do not have to give information when asked, but not doing so may limit the range of services available to me.
- I understand that my worker will work with me openly and, where possible, let me know if their concerns reach the point where they need to involve other services.
- I understand that I am free to withdraw my consent at any time. I can choose not to work with EDVOS without consequence. It will not affect any future work with EDVOS if I need to ask for help in the future.
- I have had an opportunity to ask questions and I am satisfied with the answers I have received.

Full Name: _____

Signature: _____ **Date:** _____

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