

PRIVACY

KFSS is careful about anything you tell us about yourself and where we put info about you. We don't tell others except if we really need to and if it's to make things better for you. We'll try and let you know first. It may be to other services that can help you better than we can.



INFORMATION

We give general info to the government so that they can see what services are needed and where they need to spend money. This info never has your name in it and is part of the general numbers that use our service. You can say no if it worries you. We will still try to help you.



*Strengthening Families
Strengthening Communities*

CHILD PROTECTION

Sometimes we have to report to Community Services if there is something of concern that needs serious attention. We have to do this by law. It's all about protecting children and youth against harm. If we do this we always aim to keep you and any children safe and help you access the support services you want and are entitled to.

PLEASE CONTACT US IF YOU HAVE ANY QUERIES
OR NEED ANY EXTRA INFORMATION

21 Verge Street KEMPSEY
PO Box 420 KEMPSEY NSW 2440
kempseysupport@bigpond.com
Ph. 6563 1588
Fax. 6562 2765

What you
need to
know

Your Rights and Responsibilities:



As our client, you have the right to:

- stay in control and have a say in what we do that may affect you
- be a part of deciding what will happen and how
- help that is right for you and keeps with the changes
- attitudes towards you that accept the way you are about your sex, race, culture, language, religion, marital status, physical or intellectual disability or sexual orientation
- expect help that is when you need it, and of high quality
- see any of your info held in KFSS records



- to be heard fairly and have things improved, if you are unhappy with our service.

- To think whether or not you want to be helped by KFSS and to be treated with respect for who you are
- To privacy, safety, dignity, courtesy and keep your story safe.

Please Remember: you need to OK for info about you to be transferred to someone else
Please sign for that to happen when it's needed.

- Info about what your worker's job is and about KFSS
- full info to help you decide what to do



KFSS asks you to:

- to treat staff with the same respect as they give you.
- to let staff know if you can't come to organised happenings

- to tell us all we need to know to provide the right help for you. This could be any current Court or Statutory Orders, e.g. AVO's.
- to give us the details of the order/s and any changes
- to tell us what you think about what we do. If you are unhappy about something, tell us as soon as possible and if you don't feel that you've been listened to, ask to talk to the manager in private.
- To take part in any activities you agree to do.
- To make sure to try to make changes for the better

