

Your rights, responsibilities and privacy

Your privacy and information

**We are committed to protecting your personal information and privacy.
Personal information is information that directly or indirectly identifies you.**

The Victorian privacy laws bind all workers at Advocacy and Rights Centre to:

- Only collect the information we need to provide services to you.
- Not contact another agency about your circumstances without your consent (verbal or written).
- Keep your information secure and protect it from unauthorised access.
- Provide you with access to your information and the opportunity to amend any details that are incorrect.

You have a right:

- To be treated in a respectful, non-judgmental and non-discriminatory way.
- To receive appropriate, thorough and well-researched advice and/or referrals to other agencies.
- To bring a friend, family member or advocate when you attend this service.
- To an interpreter if needed.
- For your information to be treated confidentially at all times.
- To complain if you are not satisfied.
- To be kept informed of the current status of your matter.

You have a responsibility:

- To treat staff and other service users with respect at all times.
- To supply correct information about yourself and your situation so that staff fully understand what is happening and can assess how to best assist you.
- To participate actively with staff to resolve issues together.
- To act in a way that doesn't put yourself or any other person at risk, or compromise any person's safety.
- To inform the Goulburn Valley Community Legal Centre or a staff member if you cannot make your appointment and reschedule if necessary.
- To remain in contact and keep us informed of your current contact details and give instructions in a timely manner.

Got a complaint or suggestion?

- We work hard to make sure we deliver on our promises. If we haven't, please let us know.
- To make a complaint, contact our Principal Lawyer based in Bendigo on 5444 4364 (or Freecall 1300 639 121 outside Bendigo). You can send your written complaint to PO Box 432, Bendigo VIC 3552.
- A complaints/suggestions form is available at the Shepparton office.
- You can also make a complaint by contacting: Legal Services Commissioner on 1300 796 344 or go to www.lsc.vic.gov.au for other options. They can inform you of your rights and, if needed, assist you with your complaint.

Goulburn Valley Community Legal Centre is a division of the Loddon Campaspe CLC, incorporated by the Advocacy and Rights Centre Ltd.

Contacts

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www.gvclc.org.au