

YOUR RIGHTS

As a person-centred organisation, The Multicultural Network has people at its heart. People should determine the support they receive and be empowered to make decisions that will enable them to live positive and fulfilling lives. The services provided by The Multicultural Network are inclusive of the whole community regardless of circumstance, ethnicity, religion, economic situation, age, gender or ability.

You have the right to participate in decisions about your life



You have a right to information about this service and its policies and about other services that you may need.

You have a right to privacy and confidentiality.



You have the right to be treated with dignity and respect

While in this service you will be treated as an individual. The workers will take your individual needs into account when providing assistance, including such things as your cultural background, your religion or any disability you may have.

You have the right to be free from physical, sexual, emotional and verbal abuse.



THE MULTICULTURAL NETWORK has policies to make this service a safe place. These policies apply to workers, volunteers and service users.



You have the right to make a complaint if you are not happy with the quality of the service you are receiving, how you are being treated or any incident that happened while you were with us.

THE MULTICULTURAL NETWORK will deal with all complaints fairly and quickly. Making a complaint will not be held against you now or in the future. The workers will explain how to make a complaint and how you can use an advocate to help you, if you wish.

You have the right to have a say in how this service is run.



Improving the service is everyone's responsibility and your contributions are valued.

This service has a way for you to make suggestions and to be involved in the running of the service. The workers will encourage you to get involved and to share your ideas about how to improve the service.

Information collected

The Multicultural Network collects personal information concerning staff and service users. This information is only collected where necessary. The Multicultural Network may use the information you give us for the purposes of:

- Assessing what services you require in order to offer you our services or conduct a suitable referral.
- Providing you with a service
- Evaluating ongoing services provided to you
- Assessing your application to become a volunteer, a student or work candidate placement, a contractor or employee
- Research and analysis

Use and disclosure of information collected

Your personal information is only collected where it is necessary to carry out a particular function or administrative activity. Personal information collected for a particular purpose will not be used for any other purpose, unless you would reasonably expect the organisation to use or disclose the information for that purpose. Your personal information will only be disclosed to third parties with your consent, unless otherwise prescribed by law by the Australian Privacy Principles (APPs)

Access to information collected

Upon request The Multicultural Network will provide you with access to personal information held about you within 7 working days. This enables us to ensure that information is accurate, relevant, up-to-date, complete and not misleading. If The Multicultural Network denies a request for access, a reason will be provided.

Security of information collected

The Multicultural Network is committed to maintaining a secure environment for all personal information collected, used or disclosed. The Multicultural Network will take all reasonable precautions to protect your information from loss, misuse, unauthorised access or disclosure, alteration or destruction. Personal information is retained no longer than is necessary.

Access to either paper-based or computerised records will only be granted to The Multicultural Network staff where there is a demonstrated need for this access in accordance with that staff member's duties or responsibilities. The Multicultural Network is, however, required to provide access to information to a law enforcement agency or other government agency if such access is legally warranted in the course of an official investigation.

Anonymity or pseudonymity

Wherever legal and practical, you have the opportunity to deal with The Multicultural Network anonymously or through use of a pseudonym. This practice is best suited to the distribution of generic advice as individual circumstances are frequently required in order to respond effectively to more detailed and complex questions or issues.

Complaints

Detail of the principles we observe in collecting and managing your information are set out in The Multicultural Network's Privacy Policy that is available upon request. If you wish to make a complaint regarding the way in which we have handled your information you may do so at our office, or by talking to one of our Project Workers, by phone or in writing, by mail or email.