



**MDAS**  
MALLEE DISTRICT ABORIGINAL SERVICES



Mallee District Aboriginal Services  
**CLIENT INFORMATION PACK**

UPDATED - January 2022



***Mallee District Aboriginal Services would like to acknowledge all the Traditional Aboriginal tribes along the rivers in the Mallee and District area and on whose land we work and live as the first people of this Nation.***

***We also pay respect to all Elders past and present and to honour their culture.***

## **HOURS OF OPERATION**

Monday to Thursday: 9am – 5pm  
Friday: 9am – 4pm

## **ELIGIBILITY**

Eligibility for programs is specific to each program area. For more information in regards to eligibility criteria please contact MDAS Reception who will refer you to the right area.

## **COSTS INVOLVED**

For most of the MDAS programs there is no associated cost, but occasionally there are out of pocket expenses. Staff will give you information when required prior to receiving services.

## **HOW TO BECOME A MEMBER OF MDAS**

To be a member please refer to the MDAS website [www.mdas.org.au](http://www.mdas.org.au) or contact our Reception team. You will need to provide proof of Aboriginality and fill out a membership form which will be reviewed and endorsed by the MDAS Board of Management. You will then receive a letter advising the outcome of your application. MDAS services are available to everyone in the community whether a member or not.

***MDAS is committed to protecting children & young people.***



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# INTRODUCTION

*This Client Information Pack has been prepared by Mallee District Aboriginal Services (MDAS) to inform you (our client) of:*

- the services MDAS provides
- your rights and responsibilities as a service user, and
- other helpful information to ensure your experience with MDAS is of the most benefit to you and your family

## BACKGROUND

Mallee District Aboriginal Services is located in the Mallee Region, Victoria and is a well-established organisation which provides a wide range of services to meet the needs of the local Aboriginal communities in cross border locations along the Murray River in Victoria. Broadly speaking, our services cover health, family services, housing, aged care, substance abuse, training, community development, rehabilitation and justice.

The Organisation has grown considerably in recent years, both in the number of programs delivered and the geographic location of services. Programs are delivered in Mildura, Swan Hill and Kerang (see next page for list of services provided).

The Board of Directors and staff continue to work to improve the quality standard of service delivery, and to expand the services as required to meet the needs of regional Aboriginal communities. Staff are empowered to take part in planning and decision making, and have contributed actively to the goals and strategies of the organisational plans. We strive to achieve this through feedback from clients, carers and community members.

MDAS has a strategic plan with the overarching vision:

***“Self-determined, healthy, robust and culturally strong Aboriginal communities across the Mallee Region.”***



**"SELF-DETERMINED, HEALTHY,  
ROBUST AND CULTURALLY STRONG  
ABORIGINAL COMMUNITIES  
ACROSS THE MALLEE REGION"**

*- Mallee District Aboriginal Services*



## **Our Lore**


*ARTIST: Darlene Thomas*

**As an Aboriginal Community Controlled Organisation, we operate under two systems of law.**

We abide by and comply with our statutory legal obligations under the Corporations Act (Cth) 2001.

We report to and are regulated by both the Australian Securities and Investment Commission and the Australian Charities and Not for Profit and Commission.

In addition to the western legal system that governs our operations we also follow and honour our own cultural obligations under Aboriginal LORE. Our LORE sets the foundation and values by which we operate our business and deliver services to our communities.



Our LORE is the customs and stories of Aboriginal peoples learned from the Dreamtime, passed from generation to generation through our ceremony, songs, stories and dance and requires us to respect Country.

Our LORE from time immemorial has governed all aspects of our lives.

Our culture is a vibrant evolving expression of who we are.

**We acknowledge the four cornerstones to our LORE:**

## LAND

our ancestors birthing  
Country is our link to our sacred  
lands where ceremony and healing  
takes place.

## ORAL

our history is an oral  
tradition, we pass on generation to  
generation our language, customs,  
song lines and ceremonies through  
story telling.

## RESPECT

we show respect for our  
Origin, our Country, our Elders, our  
cultural practices and the cultural  
practices of others, our animals and  
our Dreamtime.

## ELDERS

are our wisdom holders,  
our story tellers, our links to our  
culture and history. They are our  
knowledge keepers and spiritual  
guides for our families and people.

**Our constitution has been written to guide the governance of our company under western law, and through the Objects expressed in clause 6, to ensure we honour and acknowledge our obligations under our LORE.**

# VICTORIAN CHARTER OF HUMAN RIGHTS AND RESPONSIBILITIES

The Victorian Charter of Human Rights and Responsibilities is an Act of Parliament that promotes and protects your rights as an individual. Mallee District Aboriginal Service (MDAS) has an obligation to comply with all the principles within the Charter when providing services to the community.

## The Charter protects the following human rights:

- recognition as a person and equality before the law, and to protection against discrimination;
- right to life;
- protection from torture and cruel, inhuman and degrading treatment, and not to be subject to medical or scientific experimentation or treatment without consent;
- freedom from slavery or forced work;
- freedom of movement;
- right to not have one's privacy, family, home or correspondence arbitrarily or unlawfully interfered with, and one's reputation unlawfully attacked;
- freedom of thought, conscience, religion and belief;
- freedom of expression;
- peaceful assembly and freedom of association;
- protection of families and children by society and the State;
- right to take part in public life;
- practice and enjoy culture, religion and language;
- to not be deprived of property other than in accordance with law;
- liberty and security of person;
- humane treatment when deprived of liberty;
- detained child to be segregated from detained adults;
- fair hearing;
- presumption of innocence when charged with a criminal offence;
- not to be tried or punished more than once for an offence already been finally convicted or acquitted in accordance with the law; and
- with respect to the operation of certain retrospective criminal laws.





# PROGRAMS & SERVICES

## Health & Clinical Services

115 Orange Ave, Mildura

**Phone** (03) 5018 4102

**Fax** (03) 5022 0942

- Medical GP Clinic
- Quality use of Medications
- Aboriginal Health Checks
- Smoking Cessation
- Medical Transport
- Closing the Gap
- Diabetes Education
- Telehealth
- Integrated Team Care
- Chronic Disease Management
- Dietetics
- Speech Pathology
- Outreach Programs
- Better Life Longer Living
- Koori Maternity Services
- Lactation Consultant
- Maternal and Child Health Checks
- Women's Health

## Social & Emotional Wellbeing

114 Orange Ave, Mildura

**Phone** (03) 5018 4102

**Fax** (03) 5022 0942

- Bring them Home
- Swimming in Two Rivers
- Drug & Alcohol Workers
- Mental Health Workers
- Gamblers Help
- Financial Counselling
- Supported Accommodation and Assistance Program (SAAP)
- Aboriginal Tenants at Risk of Eviction (ATARE)
- Koori Offender Support and Mentoring Program (KOSMP)
- Men's Group
- Koori Women's Diversion Program

## Visiting Specialists

- Cardiologist
- Physiotherapy
- ENT consultation
- Podiatrist
- Audiologist
- Psychologist
- Pediatrician

## Wimpaatja Healing Centre / Cal Lal

**Phone** (03) 5027 8110

## Family Services

120 Madden Ave, Mildura

**Phone** (03) 5018 4100

**Fax** (03) 5023 7852

- Integrated Family Services (IFS)
- Aboriginal Stronger Families
- Time Out Services
- Mens Behavioural Change Program
- Targeted care packages
- Coordinator Recruitment and Assessment Officer
- Out of Home Care (OoHC)
- Kinship Care
- Aboriginal Family Led Decision Making (AFLDM)
- Cultural Support Plan (CSP)
- Family Preservation and Reunification
- Aboriginal Child Specialist Advice and Support Service (ACSASS)

## Meminar Ngangg Gimba – Family Violence

**Phone** (03) 5022 5000

## Aged Care & Disability Services

115 Orange Ave, Mildura

**Phone** (03) 5018 4100

## Therapeutic Residential Care Unit

**Phone** (03) 5022 0487

## Early Years

120-124 Madden Ave,

Mildura

**Phone** (03) 5018 4100

- Home Interaction Program for Parents and Youngsters (HIPPY)
- In home support
- Play Group
- Koori Pre-School Assistance (KPSA)
- Koori Families First Educators (KFFE)

## Youth Services

116 Orange Ave, Mildura

- Youth Support Services
- Youth Justice
- Youth Hub
- Early School Leavers
- Koori Youth Night Patrol

## MDAS Swan Hill

70 Nyah Road, Swan Hill

**Phone** (03) 5032 8600

**Fax** (03) 5032 8699

## MDAS Kerang

9-11 Nolan Street, Kerang

**Phone** (03) 5450 3019

**Fax** (03) 5450 3028



**MDAS**  
MALLEE DISTRICT ABORIGINAL SERVICES



# ORGANISATIONAL PROFILE

MDAS has grown over time and expanded to provide a wide range of services throughout the Mallee District and provides services in community, health and family services. MDAS has a clear strategic plan that includes a vision, values and goals that works towards improving the health and well-being of Aboriginal communities

## OUR VISION

Self-determined, healthy, robust and culturally strong Aboriginal communities across the Mallee Region

## OUR PURPOSE

Healing, supporting, serving and protecting our communities throughout the Mallee Region.

Healthy, resilient and capable Aboriginal people and families who can be their very best selves and exercise true self determination. Caring for, strengthening, empowering, motivating and guiding our Mob.

## OUR VALUES

MIND: Integrity, Accountability, Confidentiality

SPIRIT: Respect, Elders, Culture

BODY: Compassion, Empathy, Nurturing

## OPTIMISM

We will demonstrate optimism for the future of people requesting our services and will help people to achieve positive lifestyle outcomes by empowering people to take control of their lives.

## COMMUNITY

We will always make sure the community is central to everything we do. We are committed to the ongoing involvement and engagement of the community in the design and development of all our programs and services. The community's needs are pivotal and will always drive our service.

## RESPECT FOR CULTURE

We will take action to provide services that are inclusive of Aboriginal people and support their strong cultural connections. We will give recognition, protection and provide continued advancement of the inherent rights, cultures and traditions of Aboriginal people.

## COMPASSION

We respect all people as individuals and we will be empathetic in understanding people's pasts and the issues and challenges they face. We will show no judgement in the choices people have made and will actively work with people to assist in their healing process.

**YOUR RIGHTS  
YOUR RESPONSIBILITY**

**Provide  
Feedback**

**Have  
Choice**

**Consulted  
in Decision  
Making**

**Informed  
of Services  
Available**

**Advocate  
Involvement**

**Access to  
Quality Service**

**Accessibility  
without  
Discrimination**

**Confidentiality**

**Respect**

**Inform of  
Existing Medical  
Condition**

**Respect  
Staff & Client  
Property**

**Act Responsibility  
& Honestly without  
Discrimination**

**Work  
with Staff**

**Be Responsible  
for Decisions  
Made**

**Ask Questions**

**Cancel  
Appointment  
If Not Required**

**Provide Feedback  
(Good or Bad)**

# RIGHTS & RESPONSIBILITIES

Respect for human rights helps build strong communities, based on equality and tolerance, in which every person has an opportunity to contribute. Having others respect our human rights comes with responsibility that



## YOUR RIGHTS

*As a MDAS service user, you have the right to:*

- respect for your individual human dignity and worth
- be treated with courtesy
- be assessed for access to services without discrimination
- be informed and consulted about available services and other relevant matters
- be part of decisions made about your care
- choose from available alternatives
- pursue any complaint about service provision without retribution
- involve an advocate of your choice
- receive good quality services
- privacy and confidentiality, and access to all personal information kept about you as per the MDAS policy
- appeal a service decision, using the complaints process
- refuse a service



## YOUR RESPONSIBILITIES

*When visiting a MDAS venue or facility, and/or accessing a service, you are expected to:*

- respect the human dignity and worth of MDAS staff and other clients and remain courteous at all times
- treat all MDAS property with respect and care (i.e. buildings, equipment etc.)
- help us in helping provide you with services
- provide feedback to MDAS on the service that you, as a client, receive
- let us know if you are not happy with any part of our service
- let us know if you want changes to your services
- let us know if you are going to be away and don't require our services, for any period of time
- ask questions if you are unsure of any part of our service
- take responsibility for any decisions you make
- make sure you tell us about any important medical conditions or requirements you have that would be necessary in an emergency situation
- act respectfully with honesty and integrity, make no allegations which are improper or derogatory, and refrain from any form of conduct which may cause any person offence or embarrassment







# DISCRIMINATION

Discrimination against, or the harassment of, members of staff, visitors and/or other clients will not be tolerated within any sector of MDAS, particularly on the basis of;

- gender
- family
- marital status
- age
- race, colour or nationality
- physical or intellectual impairment or disability
- gender preference
- cultural or religious beliefs
- political beliefs



## Alcohol and/or drugs

Alcohol and/or drugs are NOT to be consumed, nor are they permitted, on any MDAS property, office facility, service delivery site and/or vehicle. Any person can be refused services and/or access if under the influence of alcohol and/or drugs.



## Smoking

MDAS is smoke-free workplace, therefore, smoking is NOT permitted on MDAS grounds, office facilities or in MDAS vehicles.



## Our Responsibilities

As a Service Provider, MDAS has a responsibility to:

- ensure that your access to a service is decided only on the basis of need and the capacity of MDAS to meet that need
- inform you and community members of your rights and responsibilities in relation to MDAS services



## Access & Support

MDAS is committed to provide support to people to access services to meet their individual needs.



# YOUR PERSONAL INFORMATION

## What information do we collect about you?

We keep your name and contact details in your client file. Other details such as your care plan and/or information about your health are recorded each time we meet.

## Why do we collect your information?

The information we collect helps us to keep up to date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan this service.

## Who else sees your information?

Your information can only be seen by the professionals in this service involved in your care. Otherwise, we only release information about you if you agree or if we are required by law, such as in a medical emergency.

## What say do you have about what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your client record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

## How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely, as per MDAS policies and procedures on Privacy and Confidentiality which are available on our website ([www.mdas.org.au](http://www.mdas.org.au)), or talk to us if you would like to review a hard copy.

## When could your confidential information be disclosed?

Our obligation to preserve the confidentiality of the information you provide may cease to apply ONLY in certain circumstances where:

- the information is required to be disclosed by reason of any lawful requirements of any government, administrative body, authority or department;
- the information is required to be disclosed to any Court in the event of legal action; or where
- medically necessary to preserve life

## Can you access your information?

You have the right to request access to your information and to ask for it to be corrected if necessary. There is a "Request to Access File" form that will need to be completed as part of the access process – this form is available on our website, or you can talk to one of our staff if you would like to be issued with a hard copy.

### Client File Access Policy

Clients and Carers, or their representative/s may access their file and/or personal information, upon request to MDAS.

- Clients and carers, or their representative/s, if wanting access to their personal files, are required to request access in writing via the Request to Access Client File form. Assistance can be provided to facilitate this process.
- Written requests to access client files are to be sent to the Executive Director for authorisation.
- Where the person requesting access to personal information is not the client they will be required to provide evidence that they have the appropriate authority to do so. Evidence of appropriate authority can include, but is not limited to;
  - written informed consent from the client
  - documents from Public Advocate's Office
  - current Guardianship Order
  - documents from Centrelink
  - current Power of Attorney
  - parenting Orders from the Family Law Court
  - enduring Power of Attorney
- other document from the Family Law Court, Federal Magistrate, Children's Court, other Government agencies or statutory bodies, or other documents as deemed appropriate by the Family Services Manager
- Where the client is an adult who was part of a program with MDAS as a child and would like to access their file from that time must provide 100 points of Identification





<b>PRIMARY IDENTIFICATION DOCUMENTS</b> You are only allowed to use one of the following	<b>POINTS</b>
Passport (current or expired within last two years, but not cancelled)	70
Birth Certificate/Extract	70
Citizenship Certificate	70
If you are under the age of 18, you need only provide one of the listed documents to reach 100 points	

<b>SECONDARY IDENTIFICATION DOCUMENTS</b> You may use several of the following to reach 100 points	<b>POINTS</b>
Driver's licence (or other government issued licence which contains a photograph or signature)	40/25
Social Security, Health Care or Pension card	40/25
Tertiary Education Institution ID card	40/25
If you wish to use more than one document from this group, the first acceptable document scores 40 points, but subsequent documents only score 25 points each	

<b>DOCUMENTS WHICH VERIFY YOUR FULL NAME AND RESIDENTIAL ADDRESS</b>	<b>POINTS</b>
A utility bill (e.g. water, electricity, gas)	25

<b>DOCUMENTS WHICH VERIFY YOUR FULL NAME</b>	<b>POINTS</b>
A telephone bill or council rate notice	25
Medicare card	25
A bank/credit union/building society passbook, statement or debit/credit card*	25
(If you wish to count more than one bank document or card, each document MUST be issued by a different Financial Institution (FI). If documents are from the same FI, only one can be counted)	



- MDAS will not accept proof of parenthood only as authority to access an adult child's file.
- Information will be made available within five (5) working days upon receipt of the request.
- Any copies of the original documentation are to be clearly marked as a copy
- MDAS management reserves the right to refuse access to the files if there are grounds for restrictions due to legal proceedings.
- In the event of a request for this information by a Court or other appropriate entity, MDAS will abide by any legal obligation as required.
- People requesting access to information will be permitted access to information pertaining directly to them ONLY. All other information will be disguised / blanked to maintain confidentiality of other persons involved,
- Clients can access their files at MDAS in an interview room
- A worker will be present with you when accessing your file to answer any questions you may have about your file.
- NO file or parts of a file can be removed from the office by the client or representative
- Please talk to one of our staff if you have any other questions about what happens to your information while you are a client, or if you wish to access your record
- You can have a support person with you when you access your file.

**PLEASE TALK TO ONE OF OUR STAFF IF YOU HAVE ANY OTHER QUESTIONS ABOUT WHAT HAPPENS TO YOUR INFORMATION WHILE YOU ARE A CLIENT, OR IF YOU WISH TO ACCESS YOUR RECORD.**

### **Confidentiality Policy**

All MDAS staff are bound by the organisation's Confidentiality Policy.

**The purpose of the policy is to enable MDAS staff to:**

- recognise what information is confidential;
- understand their obligations in relation to protection of confidentiality;
- understand the serious consequences of a failure to observe confidentiality obligations

To obtain a full copy of the Confidentiality Policy, please speak to one of our staff.





# PRIVACY & CONFIDENTIALITY POLICIES & PROCEDURES

MDAS collects and administers a range of personal information for the purposes of creating a holistic care plan based on our client's needs. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

MDAS recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values, philosophies, policies & procedures.

MDAS is bound by Victorian Privacy Laws, the Information Privacy Act 2000, as well as other laws, which impose specific obligations when it comes to handling information. The organisation has adopted the respective Privacy Principles contained in the Victorian Privacy Laws as minimum standards in relation to handling personal information.

## Privacy & Confidentiality Procedure

Clients accessing MDAS need to know that staff will keep information confidential & will not disclose personal information to other people, services or organisations without the client's consent. Staff employed at MDAS are fully aware of their obligation to their clients in respect of maintaining privacy & confidentiality of client information.

Confidentiality is considered part of the professional code of ethics which is outlined in MDAS Code of Ethics brochure.

## Confidentiality is the protection of personal information this can include:

- Name, date of birth, age, sex & address
- Current contact details of family & guardian etc.
- Medical history or records
- Personal care issues
- Service records & file progress notes
- Assessments, individual personal plans or reports
- Guardianship orders

Care Plan



Personal Information



Bound by Law



Protected Information





## **Examples of how MDAS keeps client information confidential include:**

- Individual files are locked & secured
- Store personal information securely, protecting it from unauthorised access
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent
- Staff do not tell other people about client information or details of clients personal file unless the client gives permission, which also includes information being kept from family & friends.
- Staff at MDAS can only collect information that is necessary, you will be informed why it is being collected & what that information will be used for.
- Communication via telephone is conducted appropriately & confidentially.

## **Breaches of client confidentiality is taken very seriously by MDAS; examples may include the following:**

- Divulging your personal information without your consent, such as telling a relative or friend or other staff members at MDAS
- Gossiping about clients
- Accessing your medical records, pathology results when not in the course of work duties
- Discussing client information in open areas

MDAS is bound by the requirements of mandatory reporting where disclosure of information is required by law, in such cases policies & procedures will be followed.

Privacy & confidentiality obligations are outlined in a culturally appropriate format. MDAS has a DVD displayed in reception areas that outlines clients rights & responsibilities, confidentiality and privacy.

## INTAKE & ASSESSMENT

MDAS offers a range of services to clients. On presentation to MDAS the client will be requested to participate in an intake and assessment process. An assessment enables MDAS to gather information about the persons needs, their health, family supports, financial supports and living environment in order to best meet their needs.



## WAITING LIST

When the number of eligible clients wishing to participate in a particular program exceeds the number of places available in MDAS programs, a waiting list will be established. The waiting list will be used to prioritise eligible clients for the services. Priority of access will be given to those people, relative to other people on the list, with the highest need.

Clients who are placed on the waiting list will be informed both verbally and in writing about the waiting list process and their right to appeal a decision or make a complaint.

All people on the waiting list will receive regular contact. This contact will occur every 8 weeks. If lengthy delays are anticipated a referral will be arranged.



# USING AN ADVOCATE

**An advocate is someone who can support you to:**

- Make decisions for yourself;
- Make your voice heard;
- Stand up for your rights;
- Protect and promote your interest.

An advocate can be a family member, friend or organisation.

People often use an advocate in a situation where they feel confused, overwhelmed, intimidated or under-confident. Sometimes people use advocates to speak on their behalf or support them to speak for themselves.

We encourage you to use an advocate when dealing with our organisation or if you feel confused, overwhelmed, intimidated, under-confident or if you think an advocate would be useful. For example, you could use an advocate if you want to make a complaint or when you want to make a complaint or when you are assessed for services. You can choose your own advocate or we can assist you to find one. You can change your advocate, or stop using an advocate, at anytime.

## **Interpreting Services:**

A NAATI accredited interpreter will be provided as need the arises:

- Upon request by the client or
- Staff are unable to effectively communicate with the client.

# FINANCIAL ASSISTANCE

MDAS can assist with financial management and advice through referral to financial counseling. If you have concerns about finances please discuss with a staff member so we can get you the help you need.



# FEEDBACK

MDAS encourages feedback from clients, carers and community members and links it to improving our service. MDAS is committed to providing a welcoming environment for all clients accessing service delivery within the organisation.

Opportunities are available for clients and other visitors to tell MDAS, 'How we are doing' and we collect systematic client experience and feedback on an ongoing basis.

MDAS client can expect to be informed about and given opportunities to contribute their views about the way services are provided and the way organisations are managed. Participation can also be about clients contributing to the service and organisations in other ways.

MDAS will operate from the belief that clients are the best people to be able to inform good practice and that workers genuinely want to use a best practice approach.

Clients have a right to provide feedback and the 'right to complain' and where possible clients are encouraged to raise any concerns directly with the MDAS organisation directly.

The staff at MDAS are trained to make sure our clients feel confident that any feedback (compliment or complaints) made to the organisation will be handled appropriately and in a timely manner. Feedback forms – Complaints & Compliments are available by request from MDAS staff.

## **MDAS provides Program Feedback Surveys for each program and service that we provide, these include:**

- Carer Survey
- Business Partnership Survey
- Client / Volunteer
- Community

Each program that you access will ask you from time to time to complete a feedback form on the service; it is greatly appreciated if clients, carers and community members would take the time to complete a feedback form.

(MDAS has a range of feedback forms that include client, staff member, community and business partnerships).

## **COMPLIMENTS, COMMENTS, CONCERNS**

Feedback about our services and your experience doesn't have to be prompted by us!

Feedback provided to MDAS can be provided both formally (client feedback forms) & informally (verbally).

MDAS staff will investigate all feedback seriously, address the concerns of the client, maintain confidentiality & respond appropriately & in a timely manner.

## **BOARD OF DIRECTORS**

The MDAS Board of Directors control the overall governance of MDAS and are the "voice of the community" and actively represent their views. The feedback from the Board of Directors is captured as follows:

- Monthly meetings are held with the Board of Directors to have active consultation in relation to the governance of core business across MDAS.
- Community members can approach the Board Directors and discuss concerns and provide feedback in an informal manner.

## **COMMUNITY**

Feedback is collected from the community in a variety of forums & ways:

- MDAS employs a MDAS Ambassador and Community Engagement Facilitator.
- Coordinates a community forum to obtain feedback on an annual basis at Swan Hill and Mildura sites. This is a formal feedback process that is coordinated by the Community Engagement Facilitator.
- Actively participates in consultation with Advisory groups established in Mildura and Swan Hill.
- Community survey is completed annually by requesting consumers to fill out the Feedback form in front reception area.
- Community Feedback surveys are placed in front reception for clients to have access too. Reception staff will annually complete a random sample of clients (30) to be collected over a month on an annual basis. The survey's will be placed in a locked box at front reception.
- Advisory committees have been established in Mildura and Swan Hill, to provide community feedback.

# MDAS FEEDBACK PROCESS



## COMPLIMENT RECEIVED

Manager will send an acknowledgement letter to the client within 2 working days.



## COMPLAINT RECEIVED

Feedback Form completed & emailed to Supervisor / Director / Manager Governance & Quality.

Manager will send an acknowledgement letter to the client within 2 working days.

Manager will investigate & review within 5 to 7 days & send to MDAS Director & Manager Governance & Quality.

Client will be contacted with the outcome of the investigation.

All complaints and disputes will be handled in a manner consistent with departmental policies, privacy and confidentiality standards, and will be resolved within a reasonable timeframe. Children and their families are to be made aware of these processes.

### **Victorian Ombudsman**

Level 2  
570 Bourke Street,  
Melbourne VIC 3000

03 9613 6222  
1800 806 314 (Regional)  
+61 3 9613 6222 (International)  
Hours: 9.00am - 5.00pm (Mon - Fri)

Making a Complaint,  
go to the following link  
[www.ombudsman.vic.gov.au/Contact-Us](http://www.ombudsman.vic.gov.au/Contact-Us)  
Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

### **DHHS department's Complaints service**

General Complaints Line 1300 884 706

### **Commissioner for Aboriginal Children and Young people**

Andrew Jackomos  
1300 782 978  
[childsaf@ccyp.vic.gov.au](mailto:childsaf@ccyp.vic.gov.au)  
[www.ccyp.vic.gov.au](http://www.ccyp.vic.gov.au)

Level 20  
570 Bourke Street  
Melbourne, 3000

### **Office of the Health Services Commissioner**

For information about your rights to make a complaint and the complaint process, please visit the How to make a complaint section

#### **By phone**

Contact the Office of the Health Services Commissioner on:

(61 3) 1300 582 113

#### **By mail**

Download the complaint form, complete and send to:

Health Services Commissioner  
26th Floor  
570 Bourke Street  
Melbourne. 3000 Victoria  
[www.health.vic.gov.au/hsc/complaint](http://www.health.vic.gov.au/hsc/complaint)







I hereby acknowledge that I have received the Mallee District Aboriginal Services Client Information Pack and have read (or had read to me) and understood the contents as outlined below.

• **Introduction**

Background Programs & Services  
Victorian Charter Human Rights  
Programs & Services  
Organisational Profile  
Vision Statement  
Core Values

• **Rights & Responsibilities**

Your Rights  
Your Responsibilities  
Our Responsibilities  
Discrimination  
Alcohol/Drugs  
Smoking Policy

• **Your Personal Information**

Client File Access Policy  
Confidentiality Policy  
Privacy & Confidentiality Procedure

• **Intake & Assessment**

Waiting List  
Using an Advocate  
Financial Counselling

• **Feedback**

Program Feedback / Feedback Process  
Compliments, Comments, Concerns, Client Complaints Procedure  
Feedback Form

**Client Name** .....

**Client Signature** ..... **Date** .....

**MDAS Worker Name** .....

**MDAS Worker Signature** ..... **Date** .....





**"GENERATIONS OF VIBRANT, HEALTHY  
AND STRONG ABORIGINAL COMMUNITIES"**

*- Mallee District Aboriginal Services*



**Mallee District Aboriginal Services Ltd**

120 Madden Avenue | PO Box 5134 Mildura 3502 Phone (03) 5018 4100

Swan Hill | 70 Nyah Road Swan Hill (03) 5032 8600

Kerang | 9 Nolan Street Kerang (03) 5412 6004

[www.mdas.org.au](http://www.mdas.org.au)