

INFORMATION BOOKLET



Njernda - To know our living culture

Njernda
Aboriginal
Corporation

This booklet provides information about Njernda its services and your rights and responsibility.

Your Support Staff is:

Their contact details:

The services you are linked

to: _____

The Manager

Name: _____

Their Contact details:

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About Njernda Aboriginal Corporation

NJERENDA'S VISION

Empowering our Aboriginal Community

NJERENDA'S PURPOSE

Njernda's purpose is to deliver community controlled, holistic services and programs which improve the physical, emotional, cultural and spiritual wellbeing of the Aboriginal Community of Echuca and surrounding areas.

Njernda will do this by:

- Regularly providing opportunities for Community members to come together for socialization and to celebrate being Aboriginal
- Continuing to support Aboriginal people every day.
- Supporting our Elders / mentors / role models to provide leadership and direction to our children and young people, to help them become strong in culture, spirit and Community, and to enhance future generations.
- Delivering services in a safe environment.
- Promoting self-empowerment and self-determination.

- Using continuous improvement strategies to ensure that Community can access the best evidence based programs.

NJERENDA'S VALUES

At all times the Njernda Aboriginal Corporation will endeavour to:

- act in such a way that others are treated with respect, empathy, compassion, fairness, justness and cultural sensitivity.
- act professionally
- maintain confidentiality
- be accountable
- be informative and helpful
- approach their work with passion and commitment
- maintain a sense of humour

ROLES AND RESPONSIBILITIES

One of our staff will be responsible for working with you and they will be the person you speak with most of the time. We value you and it is important that we work together to develop a good relationship and partnership.

Our work will focus on:

- Respecting your privacy, confidentiality, dignity and culture
- We will listen to you without judgment
- We will work with you to develop a plan which will be reviewed regularly with you.
- We will work with you from a strength based approach

Role of your support worker:

Our support workers work with you, they will support you in your decision making regarding your case plan. To ensure your safety you may bring a family member, carer or other support person when planning and making decisions, however your support person is not there to make decisions on your behalf they are there to help guide you. If you want an independent support person, Njernda staff can assist you to find one.

Your rights and responsibilities

KNOW YOUR RIGHTS

As a respected client of Njernda you have the right to:

- Be treated with courtesy and respect always;
- Have a say in decisions that affect you;
- Receive a quality service relevant to your needs;
- Expect that your right to privacy and confidentiality will be respected always;
- To have a culturally safe environment to seek assistance in;
- Consent to who may view your details and what happens to your records
- Request access to view your records;
- Provide feedback or make a complaint about the services received from NAC and expect for this complaint to be investigated appropriately and in confidence;
- To have a support person to advocate and speak on your behalf, or to use interpreter services.
- To be free from abuse, neglect, violence and preventable injury.
- The right to refuse services;
- The right to non-discrimination;

KNOW YOUR RESPONSIBILITIES:

- Be respectful of others, including staff, volunteers' and other community members
- Show courtesy and respect to staff and others who work with Njernda;
- Notify us if you are unable to attend an appointment.
- Respect any agreement we have made with you;
- Provide up to date and accurate information about yourself in order to receive the best care
- To be proactive in planning, and implementation of plan
- Be responsible for your choices and behaviour

Privacy and Confidentially

Your privacy is important to us and Njernda Aboriginal Corporation is committed to treating all your private information with integrity and respect.

Our workers respect that information shared by you belongs to you. They will only discuss your information with other internal workers for the purpose of designing the best service for you.

The Njernda Aboriginal Corporation collects information when involved with the following community services and activities:

- Child, Youth and Family Services
- Residential and Home-Based Care
- Home and Community Care
- Advocacy and Advisory Services
- Community Capacity Building
- Training
- Fundraising
- Emergency Relief
- Housing and Emergency Housing

Njernda Aboriginal Corporation adheres to the following Federal and State Legislation:

- Information Privacy Act 2000 (Victoria)
- Health Records Act 2001 (Victoria); and
- Privacy Amendment (Privacy Sector) Act 2000 (National)

In providing our services, personal and sensitive information is collected, held and maintained by Njernda. Your privacy is important to us and we are committed to protecting the information we collect, monitoring its integrity.

Information collected by the Njernda Aboriginal Corporation will be used only for the primary purpose intended. Confidential information will be retained as such, unless otherwise required by law.

At times, we are obliged to forward information to, or, create reports for the service providers or government departments. Disclosure of such

information is in accordance to our written policies and limited to the intended purpose, as agreed with the Njernda Aboriginal Corporation.

By law, you are generally entitled to access your personal information that we keep on record. You can request more information about our Privacy Policy and find out how to access information held by Njernda Aboriginal Corporation by contacting the Njernda Family Service Manager at:

34 Annesley Street, Echuca Vic 3564

Phone: 03 5482 6566

Monday to Thursday 8.30am – 430pm

Friday 8.30am – 4.00pm

If at any time we change our Privacy Policy, we will advise you out to you so that you are kept fully informed.

Service Delivery

The Njernda Family Services team provides a number of areas of support in Family and Community Services; Child Protection; Kinship Care; Therapeutic Foster Care; Integrated Family Services; Out of Home Care and Transition Support. Detailed brochures are available for the different services we offer which will advise you of particular details of that program including referral processes, access,

entry and exit rules, conditions of service, care planning and reviews, etc.

Transport may be available if it is part of service provision specific to your individual needs determined during case planning.

If we are unable to provide services, we will provide you with information about where to source alternative services.

Our aim is to support you to maintain your independence, problem solving, social and self-care skills through appropriate care planning and independence skills.

Consent for disclosure of information

We may receive request from other organisations or individuals to release your records to that organisation or an individual.

This will not occur unless you sign a consent to share information form which authorises NAC to release information only to identified individuals or agencies.

Complaint Procedure

We take your complaints seriously, so you can tell us anything that is concerning you or your child.

We recommend that you talk to your worker first about any feedback, concerns or complaints you may have. It could be possible that the worker is not aware of your concerns. Together you might be able to come to a solution that is satisfactory to you especially if they are not aware of how the service is affecting you. Alternatively, you may speak to someone else you feel comfortable with who works at Njernda Aboriginal Corporation.

If you wish to provide a formal complaint or feedback, you may do so by completing the complaint forms which can be found on the Njernda website, or can be given to you by any Njernda worker. Complaints may also be made to external agencies. For details of appropriate services visit <https://www.ombudsman.vic.gov.au/Complaints>

Feedback Procedure

We love to hear your feedback or suggestion on how to improve our service.

Please fill out a feedback form available at reception and leave it in the feedback box located at family services building.

To improve our services, we conduct client surveys at intervals. We encourage you to provide feedback so that we may meet any unmet needs or expectations that you may have.

Understanding this booklet

The purpose of this booklet has been explained to me and I understand it provides details about:

- Njernda Aboriginal Corporation
- Staff Roles
- My rights and responsibilities
- Privacy and Confidentiality Rights
- Requirement for your consent to disclose information to third parties or internally
- How to make a complaint
- How to give feedback and contact us
- Right to advocacy support
- Right to support

Client name: _____

Sign: _____

Staff member: _____

Signed: _____

Date: _____

