

Rights and Responsibilities of People Using the Service



Sapphire Neighbourhood Services is committed to upholding the rights of all people using the service, especially children. While we may be working with the primary carer, or might not have direct contact with your children, your child's wellbeing and safety is our first priority. Professional decisions and judgments shall be based on providing the best outcomes for the child.

Our approach to service delivery is based on respect for the person, taking into account your cultural background, religion, sexuality, abilities, personal preferences, and life experience. We work in an empowering way by ensuring that you:

- Are consulted about decisions affecting your life
- Understand the range of options available to you
- Have the resources and information needed to assess your options and their consequences
- Decide on your own goals and priorities, making an informed choice from the available options

To help our services be as safe, responsive and effective, we ask people using our service to commit to certain responsibilities, including coming to appointments and accepting the results of your decisions about your situation.

All people using our service will be provided with a written statement outlining their rights and responsibilities during their first visit to SNS.

Rights of People Using Sapphire Neighbourhood Services

- To receive service without discrimination. We won't judge you or discriminate against you because of your family structure, gender, sexuality, race, or who you are related to or associated with
- To be treated with respect and dignity. We will treat you as an individual and respect your culture and beliefs. We will listen to you and support you
- To have privacy and confidentiality. Your information will be kept confidentially within SNS according to our policies and the law. It will only be shared if you or someone else is at risk of harm, or we are required by law, or you give us clear permission to share certain information

- To be a part of decisions that affect your life. You can set your own priorities and ask us questions at any time. You can refuse our services or ask to switch workers if you want to see someone else
- To feel safe while you visit us. All of our workers follow a Code of Conduct outlining how they must behave. SNS does not tolerate any form of abuse from workers, visitors or people using the service
- To receive information about other services. We can tell you about and refer you to other organisations that can help you or advocate for you
- To tell us your opinions. We are always looking for opportunities to improve and your feedback is important to us. You can tell us your opinions in writing, verbally, through formal evaluations, or as part of a regular discussion
- To make a complaint: You can complain about any aspect of the organisation. You can stay anonymous if you prefer. We will deal with your complaint fairly and in accordance with our policies. To find out more about the complaints process, ask for our Complaints Policy

How to Make a Complaint

- Speak to the Service Manager by calling 02 6492 3411 or emailing admin@snsi.org.au
- The Service Manager will deal with the complaint and let you know the outcome
- If you are unhappy with the outcome, we will give you several options of what to do next
- If this still doesn't fix the problem, please contact the NSW Ombudsman, toll free on 1800 451 524, or nswombo@ombo.nsw.gov.au

Responsibilities of People Using Sapphire Neighbourhood Services

When using SNS services, we ask you to:

- Keep your worker safe
- Not be under the influence of drugs or alcohol when we see you
- Keep yourself, others and any property safe
- Respect the rights of others
- Come to your appointment on time or tell us as soon as possible if you have to cancel
- Share with us any information that will help us give you the best service
- Accept the results of your decisions about your situation
- Remember that 'best service' means that you are actively willing and able to work with us