

Community Recreation Facilitator Service User Rights & Responsibility Statement and Complaints Process

The Community Recreation Facilitator (CRF) program is committed to providing people with the best possible service. It is paramount that all service users are aware of their rights and responsibilities in accessing this information and referral service. These rights and responsibilities are adapted from human rights legislation and charters.

Service users have a right to:

- An effective, quality service
- Be treated with respect and courtesy
- Be treated and accepted as an individual
- Be informed of available services and supports in the community
- Choose what opportunities they would like to pursue
- Have an advocate act on their behalf when communicating with the CRF
- Have their privacy and confidentiality respected and maintained
- Information being provided in an accessible format
- Have their complaints/grievances addressed
- Have the opportunity to provide input into how the service is provided
- Have the right to decline/withdraw from the service offered.

Service users have a responsibility to:

- Treat Council staff with respect and courtesy
- Treat other users with respect and courtesy
- Provide feedback on ways to improve the service
- Make a complaint if they are unsatisfied with the service received
- Accept responsibility for the results of any decisions which they make.

Complaints procedure

The complaints process aligns with the City of Darebin *Service Excellence Standards and Guidelines 2013-2017*.

We welcome your feedback whether negative or positive. We consider it as an opportunity for affirming our actions or learning that we need to do better. Your feedback can be either related to a service we provide, or the behaviour of our staff or can be related to corrupt conduct or grievances or issues with Councillor conduct and behaviour.

We endeavour to resolve complaints at the first point of contact. We handle all complaints confidentially, in accordance with privacy legislation, and in a way that is fair and open for everyone involved – both customers and staff.

If our customer service staff are unable to resolve your complaint at first point of contact, they will record all details of the complaint and refer it to the relevant Manager for investigation. You will be informed of the process and the timelines for response, at the time of complaint.

All complaints will be responded to within 10 working days. If the complaint is of a complex nature and cannot be satisfactorily resolved within this timeframe, then you will be advised of the progress and revised timelines. Relevant Unit Leaders/Managers have responsibility for the assessment,

investigation and resolution of complaints including appropriate remedies with customers.

If you are not satisfied with the response and outcome/remedy to your issue, the matter may be escalated to the Group Manager/Director for review. If still unsatisfied, an appeal may be made to the Chief Executive. Customers can request these escalations by phone, email or in person.

While every effort to resolve your complaint internally will be made, service users have a right to contact the Disability Services Commissioner at any time during the complaints process specifically if your complaint relates to the CRF service.

6.1 How to provide feedback

You can provide us with feedback either by phone, email, letter, website contact form or in person. You can also use the feedback form provided in the City of Darebin *Service Excellence Standards and Guidelines 2013-2017* booklet available at any of Councils Customer Service Centres

6.1 Anonymous complaints

We will accept anonymous complaints; however, we will be unable to provide feedback, responses or information on an outcome. In order to receive feedback on a lodged complaint, customers are strongly encouraged to provide their details and are assured confidentiality and privacy.

6.2 Recording and tracking of feedback/complaints

All feedback including compliments and complaints are recorded and evaluated to assist Council 's management to apply improvement to services provided.

External authorities for lodging complaints

Disability Services Commissioner

Tel: 1800 677 342

Email: complaints@odsc.vic.gov.au

Website: www.odsc.vic.gov.au

Victorian Ombudsman

Tel: 03 9613 6222

Email: ombudvic@ombudsman.vic.gov.au

Website: www.ombudsman.vic.gov.au

Victorian Equal Opportunity and Human Rights Commission

Tel: 1300 891 848

Email: complaints@veohrc.vic.gov.au

Website: www.humanrightscommission.vic.gov.au

Victorian Civil and Administrative Tribunal

Tel: 9628 9900

Email: vcat@vcat.vic.gov.au

Website: www.vcat.vic.gov.au

Privacy Victoria

Tel: 1300 666 444

Email: enquiries@privacy.vic.gov.au

Website: www.privacy.vic.gov.au