



## CONFIDENTIALITY

Shaping Outcomes requires Board members and staff to respect and maintain the confidentiality of individuals and the organisation's business generally. At all times staff maintain confidentiality and privacy in relation to families with whom they work. Consent forms are completed annually and these allow staff to share information with other personnel/agencies according to parent direction.

## PRIVACY

Shaping Outcomes is committed to protecting and upholding the rights of our service users to privacy in the way we collect, store and use information about them, their needs and the services we provide to them. Shaping Outcomes will ensure that:

- It meets its legal and ethical obligations in relation to protecting the privacy of service users
- Service users are provided with information about their rights regarding privacy
- Service users are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature
- All staff and Board members understand what is required in meeting these obligations

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## SHAPINGOUTCOMES

Here to support children thrive, connect & belong

### GET IN TOUCH

**mail** PO Box 105  
Tweed Heads NSW 2485

**phone** 1800 317 468

**email** [admin@shapingoutcomes.com.au](mailto:admin@shapingoutcomes.com.au)  
**web** [www.shapingoutcomes.com.au](http://www.shapingoutcomes.com.au)

### LOCATIONS

- Ballina
- Byron Bay
- Gold Coast
- Grafton
- Lismore
- Tweed

**National Relay Service**  
**1800 555 630 and [www.relayservice.gov.au](http://www.relayservice.gov.au)**



# KNOW YOUR RIGHTS & RESPONSIBILITIES

Here to support children thrive, connect & belong



**SHAPING  
OUTCOMES**



# WHAT ARE YOUR RIGHTS?

## HUMAN RIGHTS

Human rights recognise the inherent value of each person, regardless of background, where we live, what we look like, what we think or what we believe.

They are based on principles of dignity, equality and mutual respect, which are shared across cultures, religions and philosophies. They are about being treated fairly, treating others fairly and having the ability to make genuine choices in our daily lives.

## THE CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

People with disabilities have the right to access the same opportunities as all citizens with full and effective inclusion in society.

## THE CONVENTION FOR THE RIGHTS OF CHILDREN

This treaty sets out rights for all children around the world, the two core aspects being advocacy for non-discrimination and participation of children in the community. All children have the same rights and freedoms regardless of race, background, faith or disability.

# SHAPING OUTCOMES SERVICE

## RIGHTS

- Collect relevant information on each family who use the service for individual planning and support purposes
- Collect relevant information on all families who access the service for statistical, programming, planning and evaluation purposes and to enable practice-based evidence
- Deny service to families who are ineligible
- Decline to act on a family decision where it is not part of the agreed plan, and/or incompatible with our ethics, duty of care or code of conduct

- Request that parents/carers treat staff with respect
- Request that parent/carers treat other families accessing the service with respect, privacy and confidentiality

## RESPONSIBILITIES

- Provide an effective, appropriate, quality service
- Provide a safe and healthy environment for the service
- Treat service users and staff with respect
- Respect the need for service users' privacy and confidentiality
- Manage complaints/grievances in a positive and timely manner without discrimination
- Respect the rights of families to make their own decision and to take responsibility for the consequences

# INDIVIDUAL SERVICE USERS

## RIGHTS

- Receive an effective, quality service
- Be treated with respect and dignity
- Have equal access to the service offered
- Have their confidentiality and privacy respected and maintained
- Have their complaints/grievances addressed in a timely manner
- Have the opportunity to provide input to the management of the service
- Have the right to decline or withdraw from the services offered by Shaping Outcomes
- Receive cultural and personal recognition
- Determine the needs, priorities and responses that will assist planning and helping to achieve the goals and aspirations for their child and family
- Be informed about what information is needed about their child and family and why, and to provide consent on how this information is used
- To have access to their child's and family's information
- Be informed about where the information about their child and family is stored

## RESPONSIBILITIES

- Treat staff, other parents/carers, and children accessing the service with respect
- Participate in the planning process and in implementing their plan
- Provide feedback on the service including ideas to improve the service, and any concerns or difficulties

# SHAPING OUTCOMES STAFF

## RIGHTS

- Be treated with respect
- Receive training, information and resources appropriate to their position
- Have their confidentiality and privacy respected and maintained
- Access a safe and healthy working environment
- Have complaints managed in a positive and timely manner without discrimination

## RESPONSIBILITIES

- Be responsive and sensitive to service users' needs, concerns and difficulties
- Provide an effective, appropriate, quality service
- Provide a safe and healthy environment for the service
- Be non-discriminatory
- Treat service users with respect
- Respect the need for service users' privacy and confidentiality
- Manage complaints/grievances in a positive and timely manner without discrimination
- As a mandatory reporter, report when staff have 'reasonable grounds' to suspect that a child is at risk of significant harm