

Your personal information

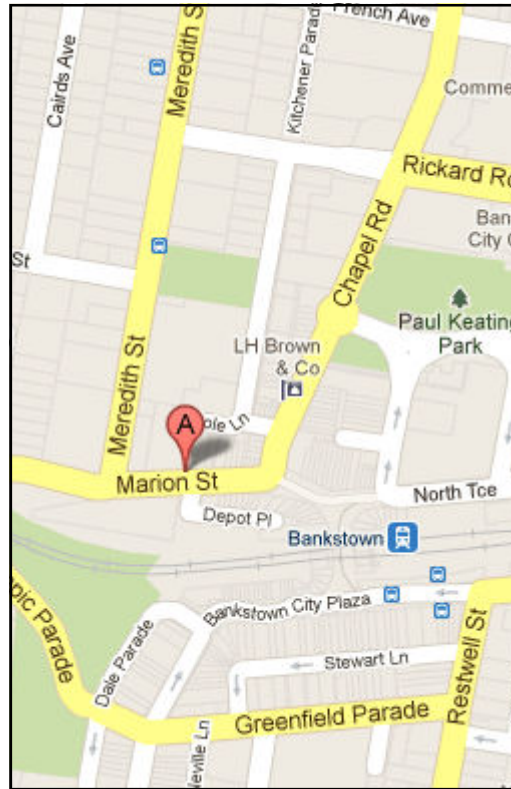
You have the right to access your files or your child's files (Freedom of Information Act 1989).

If you would like to do so please apply in writing to the Executive Officer at BCRG.

email eo@bcrg.org.au

or

mail **PO Box 260 Bankstown 1885**



Bankstown Community Resource Group

Level 2, 23 Marion St
Bankstown, 2200

Phone: (02) 9791 0632

Fax: (02) 9796 4713

E-mail: admin@bcrg.org.au

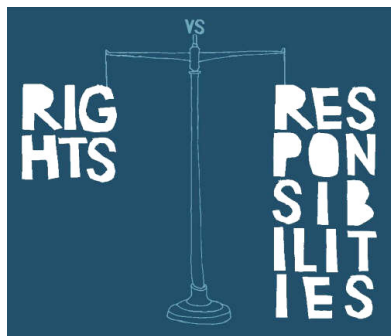
Website: www.bcr.org.au



Bankstown Community Resource Group (BCRG)

Your Rights and Responsibilities

How to give feedback or make a complaint



Protecting children

Under NSW legislation BCRG employees are mandatory reporters and must report any risk of significant harm to children to Family and Community Services.

For further information please talk to a BCRG staff member or contact the Family and Community Services Helpline 132111.

Your Rights & Responsibilities

We will:

- respect you, be fair and honest
- work together with you and your family
- support you to make your own choices and decisions
- listen to your ideas about how we can help you and your family
- make sure information about you and your family is kept safe and private (NSW Privacy and Personal Information Protection Act 1998)
- tell you about other support services

You can help. Please:

- tell us how we can best help you
- tell us if things change
- respect our staff and other people who use our services
- tell us what you think about our services

How to give feedback or make a complaint

It is very important that we provide excellent quality services. Our services must comply with National Standards for Disability Services.

If you have some ideas about how we can improve or if you have a problem or complaint, let us know.

You can:

1. Speak to a BCRG worker about your concerns or
2. Call **9796 2931** and ask to speak to the Executive Officer or email **eo@bcrg.org.au** or mail **PO Box 260 Bankstown 1885** or
3. Use our feedback box located in the waiting area

*If you feel that your problem has not been resolved you can contact the NSW Ombudsman on **9286 1000** or **www.ombo.nsw.gov.au***