

CLIENT RECORDS

Records of your contact will be recorded in an electronic file and kept for a minimum of seven years as required by legal, privacy and funding obligations.

Family Life may provide anonymous information to funding bodies about client demographics, service activities and supports provided. We may also use anonymous information in reports and publications to help describe the work we do and the outcomes achieved by the people and communities we support.

APPOINTMENTS

Appointments times are tailored to the needs of the client. Arrangements are flexible and can be varied by you and your Practitioner. If you need to cancel or postpone your appointment, please give as much notice as possible to the Practitioner or to Reception at Family Life. This allows us to offer the appointment to another client.

CLIENT FEEDBACK

We welcome feedback and opportunities to discuss your experience with Family Life. Your feedback helps us improve our services. You can provide feedback at any time during your service, including anonymously if you choose. Participation in feedback activities, including confidential surveys offered at the end of your involvement with Family Life, is voluntary.

Making a complaint or providing feedback will not affect the services you receive. If you have a concern, or are dissatisfied with any aspect of our service, we encourage you to speak with your Practitioner. If the matter is not resolved, you may speak with a Team Leader, Program Manager or relevant Executive. We can also assist you to contact the Health Complaints Commissioner or another relevant regulatory authority.

PRIVACY STATEMENT

Family Life is committed to protecting your privacy through responsible handling of personal information. We will only use or disclose personal information about an individual for purposes necessary to Family Life’s work, unless otherwise consented to by the individual or required by law.

We will take reasonable steps to ensure that the personal information we collect and hold in respect to individuals is accurate, up to date and complete. We have secure office premises, document storage and information technology arrangements to protect the personal information we hold from unauthorised access, modification or disclosure.

The Family Life Privacy Policy may be accessed on our website, or a copy can be provided upon request.

ACCESS TO YOUR INFORMATION

You have the right to request access to your records. A request for access should be made in writing to the Privacy Officer.

Family Life must comply with Privacy legislation in meeting your request. There may be instances, in accordance with privacy legislation, where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you a written reason for any refusal.

You can discuss access to your personal information and/or the Family Life Privacy Policy, by contacting the Privacy Officer.

FAMILY LIFE OFFICES:

☎ 03 8599 5433

Sandringham
197 Bluff Road, Sandringham

Frankston
Level 1, 60-64 Wells Street, Frankston

Dandenong
2/75 Robinson St, Dandenong

VISIT OUR OP SHOPS:

Stores in Beaumaris, Black Rock, Brighton, Cheltenham, Elwood, Hampton, Highett, Mornington, Mordialloc, Mount Eliza, Rosebud & Moorabbin Distribution Centre.

Visit familylife.com.au/op-shops
for more information

Family Life, and all the individuals people who make up our organisation, respectfully acknowledge all Aboriginal people the Traditional Owners of the Country on which we live and work and acknowledge their continuing connection to Country, culture and community

We especially acknowledge the Boon Wurrung / Bunurong people, and other peoples of the Kulin nation on whose ancestral lands Family Life provides services to the community.



Follow us on Social Media



info@familylife.com.au
www.familylife.com.au
ABN 37 712 782 209



JUNE 2026



Capable Communities
Strong Families
Thriving Children



Client Information

OUR VALUES

Respect
Inclusion
Community
Empowerment

OUR VISION

Capable communities, strong families,
thriving children.

CHILDREN AND YOUNG PEOPLE

Family Life is a youth and child safe organisation. We value, respect, and listen to children and young people. We are committed to the safety of all children and young people including the cultural safety of Aboriginal and Torres Strait Islander children and young people, culturally and/or linguistically diverse children and young people, gender and sexually diverse children and young people and children and young people with a disability.

Family Life supports children to meet their potential and thrive. We do not tolerate neglect, mistreatment or abuse of any kind.

If you believe a child is at immediate risk of abuse, phone 000.

EQUITY

Family Life is committed to providing accessible, inclusive and culturally safe services. We work to reduce barriers to participation and welcome people of all cultures, faiths, languages, abilities, genders, gender identities, sexual orientations, ages, family structures and socioeconomic backgrounds.

We respect and promote the cultural, spiritual and community connections of Aboriginal and Torres Strait Islander peoples and are committed to supporting cultural safety, self-determination and inclusion.

OUR STAFF

Our staff are trained professionals in the areas of Community and Health Services, Social Work, Psychology, Counselling, Men's Behavioural Change, Family Therapy, Youth Work, Welfare and Mediation. We have a specially trained trauma capable team. To ensure that you receive a high quality service, all staff regularly receive professional supervision.

CLIENT RIGHTS & RESPONSIBILITIES

You have the right to:

- Be treated with dignity, respect and fairness
- Receive competent and professional service
- Receive information regarding appropriate alternative services to this Agency
- Expect that you and your Practitioner will discuss the goals you wish to achieve and an estimate of the number of sessions/contacts required to achieve the outcomes
- Be shown respect for your cultural and religious background
- Be shown respect for your language preference. Interpreter services will be made available when necessary or requested
- Generally decide who will be present at a consultation, including an advocate or an interpreter. Where a service has particular procedural requirements impacting who may be present, this will be discussed with you
- Provide feedback or make a complaint.
- Withdraw your consent at any time. If you withdraw your consent, we will talk to you about whether this affects the support we can safely provide.

You have the responsibility to:

- Ensure that your Practitioner has all relevant information so that the most appropriate service can be provided
- Look after your own health and wellbeing as far as this is possible
- Treat Family Life staff and other participants respectfully. Racist, discriminatory, threatening, intimidating, abusive or violent behaviour is not acceptable and may affect your participation in the service or program
- Maintain privacy and confidentiality regarding information about other clients or participants in groups or programs conducted by Family Life
- Make every effort to keep appointments
- Actively and positively participate in your service or program and work collaboratively towards agreed goals
- Not record sessions, meetings or interactions with Family Life staff unless permission has been provided by Family Life

CONFIDENTIALITY AND DUTY OF CARE

You have the right to make an informed decision about how your information is used and shared. This will be discussed with you before your service begins and you will be given the opportunity to provide consent.

With your consent, relevant information may be accessed by Family Life staff involved in supporting your service. Information is only accessed where required to provide services, support safe and effective practice, review service quality, or meet legal and reporting obligations. Where appropriate, your information may also be shared with other Family Life practitioners supporting your family, or with external services involved in your care. Your consent will be sought before this occurs, unless otherwise authorised or required by law.



Whilst Family Life respects your privacy and confidentiality, there are some limitations. Information may be shared in the following circumstances:

- there are concerns about a child's safety or wellbeing that Family Life is required by law to report to Child Protection or another statutory authority
- information may be shared under the Victorian Family Violence Information Sharing Scheme or Child Information Sharing Scheme to support safety, wellbeing or risk management
- there are serious concerns about your safety, health or wellbeing, or the safety, health or wellbeing of another person
- your records are subpoenaed by a Court.
- Where safe and appropriate to do so, Family Life will discuss these situations with you before sharing information