

## WE'RE LISTENING

We value your feedback and are always looking to improve so that we can deliver the best possible services for our clients.

We recognise that you are in the best position to know how your needs can be most effectively met, so let us know if the support services we are providing aren't meeting your needs.

You have the right to:

- Express an opinion and/or lodge a complaint without fear of prejudice
- Ask questions and to receive accurate and easy to understand information that relates to your support needs
- Receive information relating to your choices and options, possible outcomes of these choices, cost and availability of services, waiting times for these services
- View and have corrections made to your personal information.

Please refer to our **We're Listening** brochure for more information on how to provide compliments, complaints and feedback.



### Junction Head Office

168 Greenhill Road  
Parkside SA 5063

(08) 8210 7000

[admin@junctionaustralia.org.au](mailto:admin@junctionaustralia.org.au)

### Housing Services

Level 1, 838 Marion Road  
Marion SA 5043

(08) 8275 8700

[housing@junctionaustralia.org.au](mailto:housing@junctionaustralia.org.au)



# WORKING TOGETHER

**At Junction we are committed to creating opportunities to enable everyone we work with achieve self-determined independence.**



## OUR COMMITMENT TO YOU

You will:

- Be treated with dignity and respect
- Be helped to make choices to best meet your needs
- Have access to information in the language of your choice with access to an interpreter if needed
- Have the right to refuse the presence of workers not directly involved in your support services or housing needs
- Feel safe, secure and supported while in or at Junction's offices or sites.

If you are a tenant, please refer to the **Tenant Charter** for more information.



## YOUR COMMITMENT TO US

We ask you to:

- Be respectful of the rights of others including Junction staff and people we work with
- Discuss any emerging issues or problems with a staff member
- Accept responsibility for the results of decisions you make.

If you are a tenant, please refer to the **Tenant Code of Conduct** for specific obligations.

Please let us know if you don't understand any information provided, if you are unable to keep an appointment with us or if you have any concerns about your safety at one of our sites.



## YOUR PRIVACY

You reserve the right to control your own information.

We will:

- Collect information only if it is necessary or beneficial to providing the service you have requested
- Respect your privacy and keep your personal information confidential according to the law
- Operate in accordance with the SA Information Sharing Guidelines.

**Organisations that provide services to children and young people have a special responsibility to promote and enhance children's safety. One of the ways of keeping children safe involves reporting concerns.**

Junction staff (including Board, students and volunteers) and contractors are mandated notifiers. A **mandated notifier** is required by law to notify the Department for Child Protection if they suspect on reasonable grounds that a child or young person is, or may be, at risk of harm. This obligation arises when a **mandated notifier** forms this suspicion in the course of their employment (whether paid or voluntary).