



Welcome to **Act for Kids**



Service Contacts

Here is space to write details of the service and your worker.

If you have would like to talk to someone about any team member preferences you have, please contact the local office or email enquiries@actforkids.com.au. It may not always be possible to change team members but we will listen to you and offer you choice where possible.

Service Details

Service Leader	
Email Address	@actforkids.com.au
Office Location	

My Worker

Worker/s Name/s	
Work Days and Hours	
Direct Line (if applicable)	
Email Address	@actforkids.com.au
	@actforkids.com.au

National Phone Numbers (24/7)*

Lifeline	13 11 14
Suicide Call Back Service	1300 659 467
Parentline (*8am - 10pm/7 days)	1300 30 1300
Kids Helpline	1800 55 1800
1800RESPECT - National Domestic Violence & Sexual Assault Counselling Service	1800 737 732
Mensline	1300 78 99 78

Queensland

Womansline	1800 811 811
Mensline	1800 600 636
After Hours Child Safety Services (24 hours)	1800 177 135

New South Wales

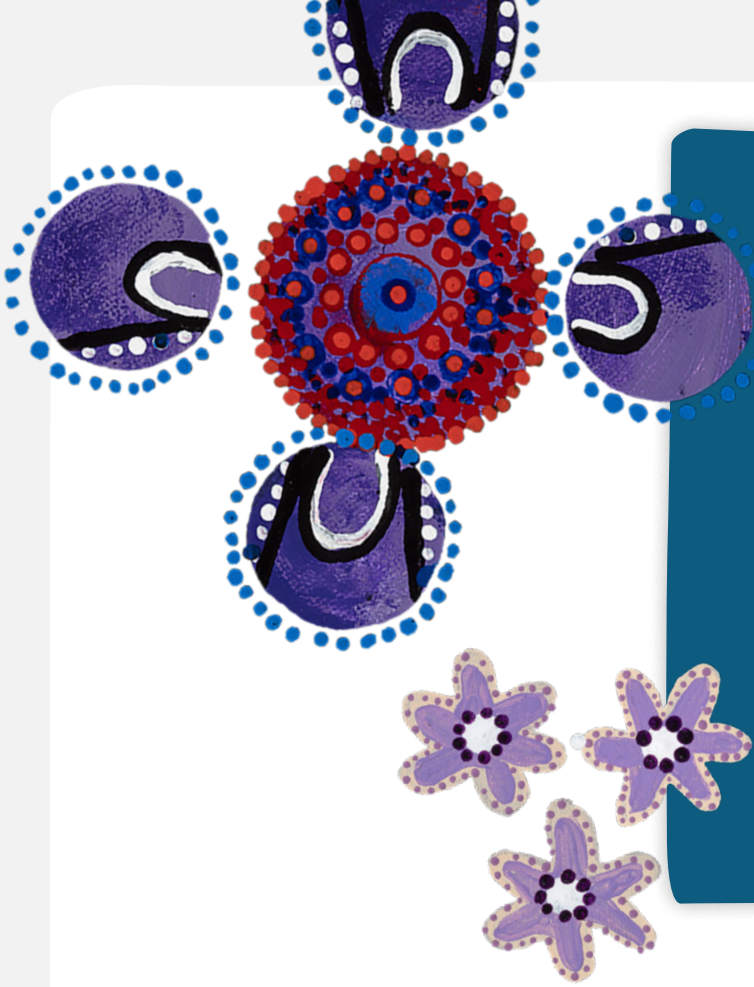
NSW Mental Health Line (24 hours)	1800 011 511
Child Protection Helpline (24 hours)	132 111

Victoria

Sexual Assult Crisis Line (24 hours)	1800 806 292
After Hours Child Protection Emergency Service	131 278

South Australia

Mental Health Triage Service (24 hours)	131 465
Child Abuse Reporting Line (24 hours)	131 478



Acknowledgement of Country

Act for Kids would like to acknowledge the Traditional Owners of the land where our Australian offices are based.

We would also like to acknowledge Elders past, present and emerging.

We seek to foster a culture of friendship and partnership between Act for Kids and Aboriginal and Torres Strait Islander peoples, organisations and communities.

About Act for Kids

Act for Kids is a for-purpose organisation that partners with families and communities to **help keep kids safe, heal from trauma and lead happy lives**. To do this we deliver evidence-led therapy, family support and residential care services. We also promote child-safe communities through advocacy, education and training.



OUR PURPOSE

We help keep kids safe, heal from trauma and lead happy lives.

OUR VISION

All kids have a safe and happy childhood.

OUR VALUES

We are a professional, ethical team who is caring, courageous and collaborative.

Our Client Rights Charter

Our promises to you:

We promise you respect.

We will respect you as an individual. We will respect your role within your family. We will respect your culture and beliefs. We appreciate you showing us the same respect.

We promise to be accessible.

We will be approachable and make time for you. We will be flexible in how we offer you support. We will communicate with you in ways you can easily relate to and understand.

We promise you confidentiality.

We will make sure information we hold about you or your family is stored securely. The only time we would release information about you to others without your permission is if we were concerned about someone's safety, or if we are required by law. We will give you copies of your records if you want them.

We promise to listen.

We will listen to what you think is best for you and your family. Our staff will ask you for feedback on our services. We will listen if you have a complaint about us, and act quickly on your feedback.

We promise to be honest.

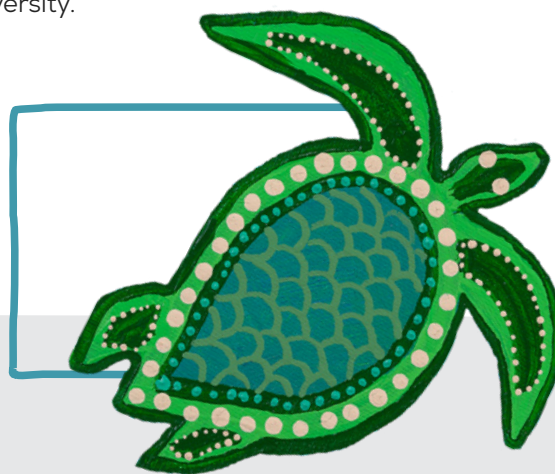
We will be honest about your strengths and weaknesses. We will be honest about what we can and cannot do to help. We will be honest in all dealings with you and would appreciate you being honest with us.

We promise you quality support.

We will do our best to use our professional expertise, resources and networks to help you reach your personal and family goals. We will support you through hard times, and celebrate your successes.

We promise to be inclusive.

We will have the knowledge and skills to deliver inclusive support that is respectful and responsive to your family's individual circumstances. We recognise the value of individual differences and embrace diversity.



What we stand for:

- Act for Kids helps families cherish their children and give them the best possible start to life.
- We are working towards a child-friendly Australia, where all care givers have the best support possible so they can raise their children to be happy, healthy, successful people.
- We **work to keep kids safe** by providing information and services for parents and families.
- We work to **speak up** for kids to highlight their needs and protect their rights.
- We work to unite Australians in support of kids through community **education, advocacy and campaigns**.
- We work to heal trauma and promote hope and resilience in families who have experienced adversity.

Client Code of Conduct

All Act for Kids staff, volunteers and clients are required to abide by a Code of Conduct.

The aim of a Code of Conduct is to establish a common understanding of the standards of behaviour and practice expected from individuals: it places an obligation on all of us to take responsibility for our own actions, and to play our part in maintaining respectful and collaborative relationships with each other.

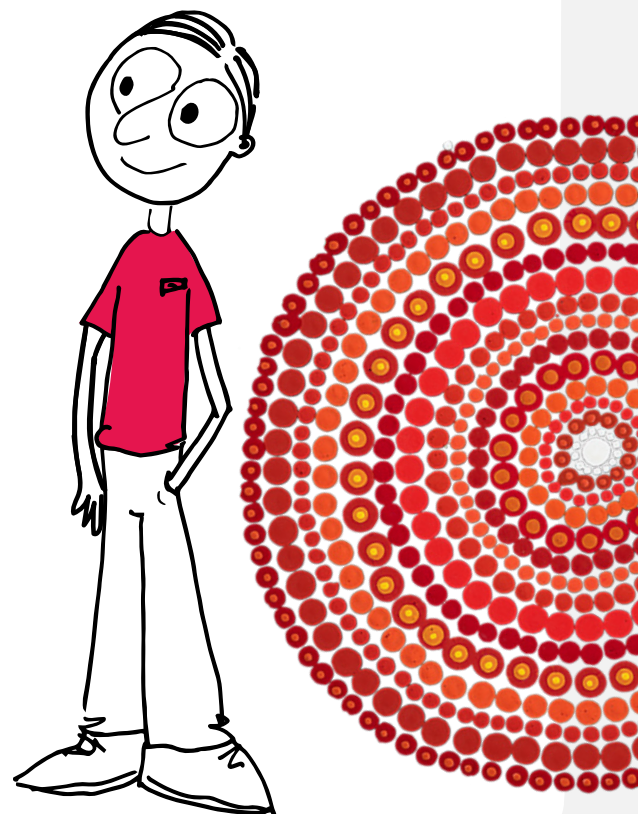
The Client Code of Conduct provides a framework of how Act for Kids expects you to interact with our staff and others. While working with you, we expect you to:

1. Work cooperatively with staff so they can provide you and your family with the best service possible
2. Treat staff and others with courtesy and respect
3. Inform a staff member as soon as possible if you're unable to keep an appointment
4. Immediately inform Act for Kids staff if you become aware of any risk/s, or potential risk/s to people or property
5. Comply with all reasonable requests made by Act for Kids staff (eg. leave the premises upon closing time, evacuate during an emergency, etc.)

Everyone has the right to feel safe; therefore any form of aggression or unsociable behaviour directed towards Act for Kids staff and others will not be tolerated, and will either compromise further participation in any Act for Kids programs or be reported to the Police.

Unacceptable behaviours include:

- Verbal abuse such as swearing
- Threatening, intimidating and/or harassing staff and others in any form physical
- Violence/assault
- Being under the influence of drugs and/or alcohol
- Criminal behaviour
- Conduct that endangers the life, safety, health or well-being of yourself and/or others
- Vandalising or damaging Act for Kids, and staff members property



What would you like support with?



Child Wellbeing

- ☐ Emotional regulation
- ☐ Speech and language
- ☐ Occupational therapy
- ☐ Sensory processing
- ☐ Reaching milestones
- ☐ Counselling services
- ☐ Youth services



Adult Mental Health

- ☐ Self-care tips
- ☐ Stress and anxiety management
- ☐ Mindfulness skills
- ☐ Therapy/counselling
- ☐ Advocacy
- ☐ Support groups



Social Connection

- ☐ Community groups
- ☐ Support groups
- ☐ Volunteering
- ☐ Connection to culture
- ☐ Social Networking



Parenting

- ☐ Parenting tips
- ☐ Parenting groups
- ☐ Parenting support
- ☐ One to one parenting support
- ☐ Bonding and attachment support



Health

- ☐ Disability support
- ☐ Nutrition
- ☐ Health services and specialists
- ☐ Drug and alcohol services



Relationships

- ☐ Counselling
- ☐ Domestic violence
- ☐ Education
- ☐ Mediation
- ☐ Family therapy



Education

- ☐ Further education
- ☐ Liaise with child's school
- ☐ Tuition
- ☐ Alternative education options



Child Care

- ☐ Access to respite care
- ☐ Vacation care
- ☐ Day care
- ☐ After school care



Advocacy

- ☐ Advocacy to access services
- ☐ Support in stakeholder meetings
- ☐ Access to legal services
- ☐ Assistance with Centrelink



Planning Skills

- ☐ Time management
- ☐ Priority setting
- ☐ Goal setting
- ☐ Family routine
- ☐ Menu planning



Finances

- ☐ Budgeting
- ☐ Financial counselling
- ☐ Employment
- ☐ Job search
- ☐ Advocacy for Centrelink



Housing

- ☐ Accessing services
- ☐ Household management
- ☐ Safety
- ☐ Maintaining tenancy

Compliments & Complaints

Act for Kids values your feedback, whether it is a compliment or a complaint, as it enables us to continuously improve the services we provide to our clients and fosters strong working relationships with stakeholders.

Compliments

We love to hear about the positive experiences clients and stakeholders have in their dealings with Act for Kids. If you have received outstanding service or attention that you feel warrants complimenting, please let us know in writing, by phone or in person.

Complaints

Complaints are equally important to us as they help us to identify how we can work better with our clients and stakeholders.

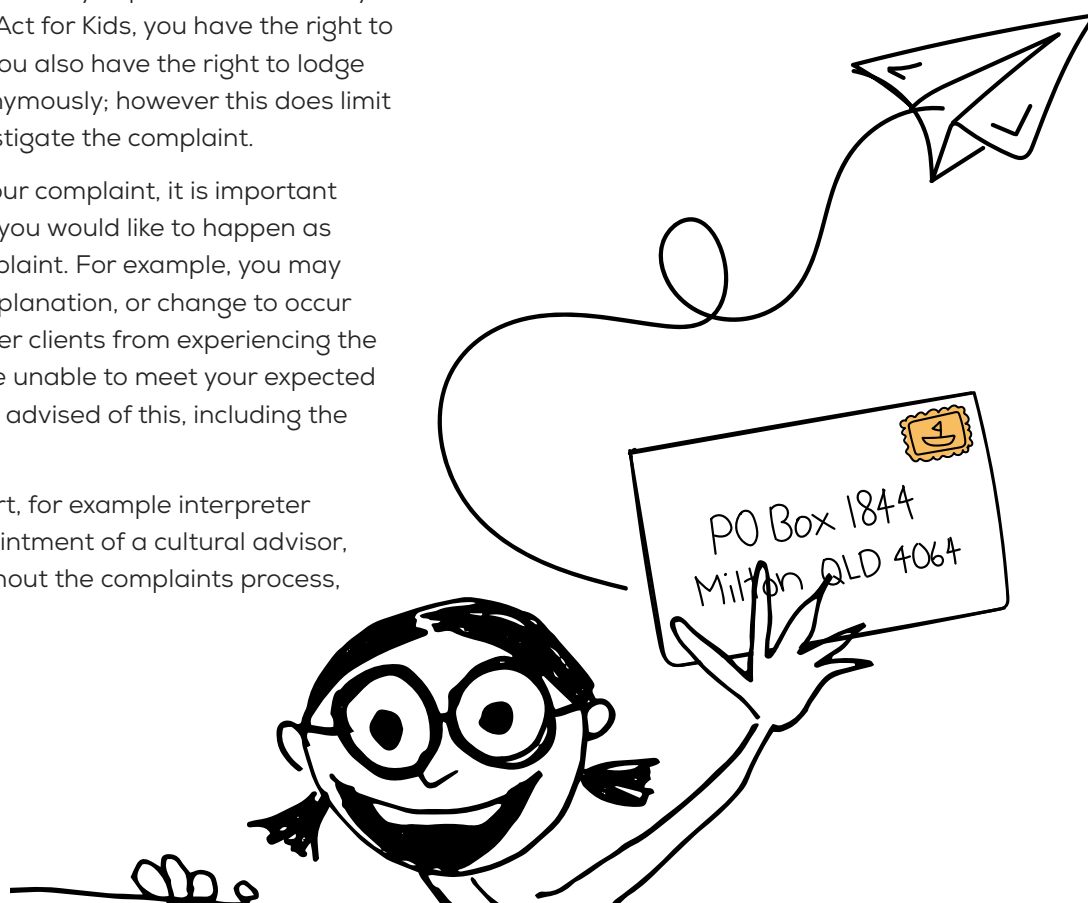
If you're unhappy about any aspect of the service you have received from Act for Kids, you have the right to lodge a complaint. You also have the right to lodge your complaint anonymously; however this does limit our capacity to investigate the complaint.

To help us resolve your complaint, it is important that you tell us what you would like to happen as a result of your complaint. For example, you may want an apology, explanation, or change to occur that will prevent other clients from experiencing the same issue. If we are unable to meet your expected outcome, you will be advised of this, including the reasons why.

If you require support, for example interpreter services or the appointment of a cultural advisor, to assist you throughout the complaints process, please let us know.

We will ensure:

- That your complaint is listened to
- That you are protected from any repercussions, reprisals or victimisation as a result of making a complaint
- That you are treated fairly and respectfully
- That your complaint is dealt with in a timely manner
- That your privacy is managed in accordance with our Privacy Policy and Client Complaints Policy



Compliments & Complaints

How to get in touch with us

There are lots of ways to give us compliments and complaints:

In person or over the phone



If you feel comfortable, you can make a compliment or complaint to your worker directly.



If you are not comfortable with that, you can **go to, or call your Act for Kids centre** and ask to speak to someone who can help with your feedback or complaint.

Online

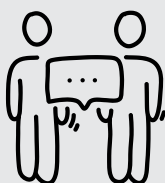
You can email us at **feedback@actforkids.com.au** and we will contact you about your feedback and what will happen next; or

You can provide **nameless** feedback or complaints at **www.actforkids.com.au/feedback**. **Nameless** means we won't know it was you so we won't be able to contact you about your compliment or complaint.



How we will respond to your feedback or complaint

- We will tell the Manager or Director
- We will contact you (if we know your name) within 20 days to give you an update



If you are still not happy

You can write a letter to the Act for Kids CEO:

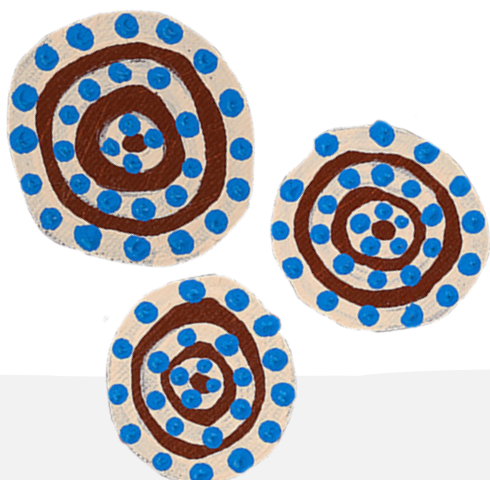
PO Box 1844
Milton Qld 4064



You can also submit your feedback online or via email directly to the Chief Executive Officer by writing **ATTENTION: CEO**

Privacy complaints

Complaints about privacy should come to privacy@actforkids.com.au



Compliments & Complaints

Other agencies you can contact:

Agency	Manages complaints regarding:	Contact details
National		
Australian Human Rights Commission	Discrimination and breaches of human rights	Web: humanrights.gov.au/complaints
NDIS Quality and Safeguards Commission	Services provided under the National Disability Insurance Scheme	Ph: 1800 035 544 Web: ndiscommission.gov.au
Australian Health Practitioner Regulation Agency (AHPRA)	Serious concerns about the conduct of an allied health practitioner (Occupational Therapist or Psychologist)	Ph: 1300 419 495 Web: ahpra.gov.au
Speech Pathology Australia (SPA)	Serious concerns about the conduct of a Speech and Language Pathologist	Ph: 1300 368 835 Web: speechpathologyaustralia.org.au
Office of the Australian Information Commissioner	Breach of privacy	Ph: 1300 363 992 Web: oaic.gov.au
Victoria		
Department of Health and Human Services (DHHS)	Child Protection Services funded by DHSS in Victoria	Ph: 1300 475 170 Web: dhhs.vic.gov.au
Health Complaints Commissioner	Healthcare and the handling of health information in Victoria	Ph: 1300 582 113 Web: hcc.vic.gov.au/make-complaint
New South Wales		
Department of Communities and Justice	Child Protection Services funded by DCJ in New South Wales	Ph: 1800 000 164 Web: dcj.nsw.gov.au
South Australia		
Department for Child Protection (DCP)	Services funded by the Department for Child Protection in South Australia	Ph: (08) 8124 4185 Web: childprotection.sa.gov.au
Queensland		
Department of Child Safety, Seniors and Disability Services	Services funded by this department or actions by the department itself	Ph: 1800 177 135 Web: dcssds.qld.gov.au/contact-us/compliments-complaints
Office of the Information Commissioner Queensland	Privacy breaches for QLD government funded services	Web: oic.qld.gov.au/about/privacy/privacy-complaints
Queensland Human Rights Commission	Human rights, discrimination, sexual harassment, and other contravention in QLD.	Ph: 1300 130 670 Web: qhrc.qld.gov.au/complaints
Office of the Public Guardian	Rights, interests and wellbeing of children and young people in QLD's child protection system	Ph: 1800 653 187 Web: publicguardian.qld.gov.au

Client Feedback

At Act for Kids we're in the business of learning. To help us do a better job, please complete this feedback form and return it by mail in the enclosed envelope. Or alternatively, you can fill out our feedback form online at www.actforkids.com.au/feedback.

My centre is located in:

The service I work with is called:

I am a:

(eg. child, young person, parent, carer etc.)



Strongly Disagree



Disagree



Neutral



Agree



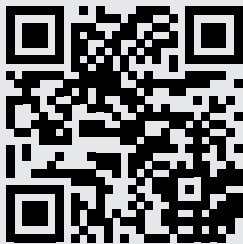
Strongly Agree

1. I like working with Act for Kids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Act for Kids listened to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I felt safe working with Act for Kids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I spoke with Act for Kids often enough	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. We talked about things that were important to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I got the help I wanted from Act for Kids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I would be happy to work with Act for Kids again	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I would tell other people to come to Act for Kids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Act for Kids helped me feel...					
Safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Happier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. The best thing about Act for Kids is:

11. Act for Kids can improve by:

Complete our online feedback form here:



Do you have more feedback?

Complete this compliments and complaints form.

Compliments & Complaints form

Name (Optional)	
Address (Optional)	
Contact Number (Optional)	
Contact Email (Optional)	
Act for Kids Service Centre/Location	

Your Comments (attach another page if necessary)

[illegible]

Client Privacy Statement

Act for Kids (we/our/us) understands the importance of the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) and are committed to ensuring the privacy of your information. These principles govern how we can collect, use, store and disclose personal information, how individuals may access and correct personal information held about them, as well as ensuring the quality and security of your personal information.

Collecting Personal Information

We will only collect personal information about you with your permission except where the law requires or allows. We collect personal information to ensure that we provide the best quality of service we can. We will keep you informed about the types of information we collect about you and how it will be used. If we ask you for permission to collect use and store personal information about you and you don't give it to us, we may not be able to provide you with some, or all of our services.

Why We Collect Personal Information

We may request information about you that will enable us to:

- Identify you and/or other family members
- Determine if we can provide our services to you
- Establish your service requirements
- Provide our services to you
- Work together with other key people and agencies whom provide or may provide supports and services to you
- To report de-identified statistics to our funding partners about services you have been provided
- To report internally and conduct research and program evaluations. Any information collected and used for reporting or evaluation of our programs will not contain any details that identify you or your family and will not be used in any way that will affect your entitlements or access to other services.

Using and Disclosing your Information

We recognise the importance of you providing your information. We will not use or disclose any information about you for other purposes without consent, except in exceptional cases, such as if disclosure is required by law or is necessary to protect the rights or property of Act for Kids or any other individual, or lessen a serious threat to a person's health or safety.

How we Protect your Information

Act for Kids protects your personal information from misuse, unauthorised access, modification, loss or disclosure by ensuring;

1. Your information is only accessible to authorised Act for Kids staff, such as your Act for Kids Family Support Practitioner or therapist.
2. Electronic information is managed through secure, online client management systems, secured by restricted user access, auditing (access and track changes) and cyber security controls.
3. When no longer needed, records are securely managed in accordance with relevant State Archives processes.

Client Privacy Statement

How to Access and/or Make Changes to your Information

At any time you can lodge a request in person, by email, phone or letter if:

- you would like to access your information; or
- you believe that your information held by us is inaccurate, incomplete and/or not up-to-date;

we will review your request and notify you in writing of the outcome within a reasonable time.

Complaints

If you have a complaint about the privacy of your information, or the outcome of a request to access or correct information, please refer to the Compliments and Complaints page in this Welcome Book.

If you are receiving services from Queensland Government funded family support services

There may be times where authorised personnel within Child Safety will access data from the system used to store your information. This may be done in the following situation:

- De-identified data may be used by Child Safety to broadly review how its funded programs across Queensland are tracking.
- Some identified data may be used to track a family's journey through the child protection system (again, this will only be used by authorised Child Safety personnel).

These services include

Family and Child Connect
Intensive Family Support
Assessment and Service Connect
SafeCare



Partner Agency

Some Act for Kids services are delivered by Act for Kids and a partner organisation. That means we work together to bring the best of both organisations to the families we work with. It also means staff from both organisations will have access to the information you share with us through shared database. This means you don't have to share your information multiple times with different staff. Those staff will only access/share your information as mentioned above in the **Using and Disclosing your Information** section of this statement.

If a partner organisation is listed on the Consent Form, by signing the form, it means you agree to both Act for Kids the partner organisation team members having access to your information.

By signing the **Consent to Receive Service Form**, you are agreeing to the terms of this Client Privacy Statement. If you do not consent, we may not be able to provide these services to you.

Consent Form

Consent to Receive Service – Part A

This Consent Form is to work with these Act for Kids services:

I/We have received a copy of the Act for Kids Welcome Book which includes copies of:

- Information about the services I am consenting to
- Act for Kids Contact Details
- Act for Kids Privacy Statement
- The Client Code of Conduct
- How to make a Complaint or provide feedback to Act for Kids or independent agencies

I have read or my practitioner has read to me the above and I understand that I am consenting to the following for myself and/or my child/ren:

- ☐ Act for Kids collecting information about me/my children and storing it securely on its database, including this signed consent which will be copied on each of my/my child/ren's files.
- ☐ Act for Kids will only store information about me/my children that is relevant to their work
- ☐ I/my children can ask Act for Kids to see the information recorded about me/them and discuss corrections if they think they are necessary.
- ☐ If in exceptional circumstances, services or access to my information is denied for legitimate purposes, that the reasons for this and possible remedies will be communicated.
- ☐ Participating in Act for Kids services is voluntary and I may withdraw or change consent at any time.
- ☐ I/my children have had the opportunity to ask questions and these have been adequately answered.
- ☐ This consent is valid for 12 months from the date of signing, or sooner if I withdraw consent.
- ☐ This consent also includes relevant members of Act for Kids' partner agency, _____ having access to our information through a shared client database.

This consent form (Part A & B) includes the people listed below:

Full Names*	DOB*	Pro-noun	Cultural Identity	Signature (Optional)

NOTE: Therapy and Education services are required to complete individual consent forms for each person whom we create a record for.

Collecting and Sharing Information - Part B

Please list the organisations and contact people you are happy for us to work with on your/your child/ren's behalf and tick if you agree to us collecting and using (C&U) and/or sharing (S) information about you/your child/ren with the contact people listed.

Your practitioner will discuss which family member the consent to collect, use and share relates to and record these details on the relevant file.

Organisation/Contact	Contact details	Relevant person	C&U	S
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
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			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>

*You can change this list at any time. If the preferences for collecting and sharing information vary by individual, please complete a separate consent form for each person.

Adult client and/or parents/legal guardian signatures on behalf of themselves and children in their care:

Name:		Name:	
Role in family:		Role in family:	
Signature:		Signature:	

Date form is signed: _____ (Day / Month / Year)

Kids have rights too!

A right is something that every person has.

All children and young people have the right to:

- 1.** Food, water, shelter & clothes
- 2.** Respect for their culture and beliefs
- 3.** Be listened to and for adults to take them seriously
- 4.** Have adults make choices that help them
- 5.** Get help if they are sick, hurt or feel unsafe
- 6.** Be safe and looked after
- 7.** Play, relax and do activities they enjoy
- 8.** Learn at home and at school
- 9.** Know about themselves, find out things and share what they think
- 10.** Have opportunities that help them be their best
- 11.** Equality, and to be treated fairly
- 12.** Choose who their friends are

We all have the right to feel safe and be safe all the time!



It's an adult's job to uphold kids' rights.

Help us keep kids safe

Protective behaviours are skills that help children, caregivers and communities identify unsafe or risky situations and take actions in ways that increase safety. Kids learn when and how to ask for help, and adults learn to listen and act protectively.

Help us teach kids to:

- Name and talk about their feelings
- Notice how their body changes when they feel scared or worried
- Problem-solve the difference between situations that are safe and unsafe
- Make choices about their body and how people touch them
- Learn the correct terms for their private body parts and the rules
- Know that secrets that make them feel worried, are about private body parts or people being hurt should never be kept
- Name safe adults that will listen, believe them and take action when they need help
- Get help from these safe adults when they feel unsafe, and keep telling until someone listen and helps



Tell them and tell them often:

1. We all have the right to **feel safe** and **be safe** all the time
2. We can tell a safe adult anything, no matter what

Other helpful information

Act for Kids – Learn to be Safe with Emmy and Friends resources	emmyandfriends.com.au
Bravehearts	bravehearts.org.au/education
Daniel Morcombe Foundation	danielmorcombe.com.au/keeping-kids-safe-resources
e-kidna	e-kidna.com.au
Educate2Empower Publishing	e2epublishing.info
eSafety Online (eSafety Commissioner)	esafety.gov.au
True Relationships and Reproductive Health	true.org.au

**Access more
service information
here!**



For more information,
visit our website at actforkids.com.au

WB/A4
23/10