



Link-Up Victoria

Client Rights and Responsibilities

273 High Street, Preston Vic 3072
P.O. Box 191 Preston VIC 3072
Phone: (03) 9480 7377 Fax: (03) 9484 5403
FREECALL: 1800 OUR MOB (1800 687 662)
www.linkupvictoria.org.au

CLIENT RIGHTS

1. Clients have the right to information about the services of Link-Up Victoria and any relevant services to their needs.
2. Clients have the right to participate in the decision-making process regarding options relevant to their individual case needs.
3. Clients have the right to receive assistance that is reliable, of high quality, and that is culturally relevant, respectful and courteous.
4. Clients are eligible for **one (1)** financially assisted reunion by Link-Up Victoria.
5. Link-Up Victoria shall respect the privacy of clients' information and upholds and maintains the principles of confidentiality.
6. The client's file remains the property of Link-Up Victoria, however should you wish to view this information or obtain a copy. Please contact Link-Up Victoria for a **"Request For Release of Information Form"** to be completed by you and forwarded to the Chief Executive Officer for authorisation. The request form needs to be accompanied by two (2) forms of identification; one form of identification must have a current photo and also state your current address.

Once the CEO has given authorisation, the Caseworker will prepare a copy of the file for release. It may be necessary to delete identifying third (3rd) party information in accordance with the Freedom of Information & Privacy Acts. This process can be time consuming, therefore the program requests thirty (30) working days to process the request.

7. Link-Up Victoria will not discriminate in accordance with the Equal Opportunity Act (1984).
8. Link-Up Victoria has the right to refuse to act for any person/s where a conflict or potential conflict of interest exists. Refusal of service may also occur if there has previously been a Link-Up service assisted reunion (nation-wide) and/or if a previous meeting of family member/s has occurred.
9. Clients have the right to their written complaints about the service acknowledged and addressed by the Chief Executive Officer in a fair and objective manner.



For further information, or if you have any questions, please contact Link-Up Victoria

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THINGS YOU NEED TO KNOW

- Link-Up Victoria is obliged to record and store client information, including personal and family information, and file notes on an internal database system.
- Link-Up Victoria will keep a copy of all documentation, research and information in your client file.
- Link-Up Victoria will notify you of any information received on your behalf or relevant to your search.

COUNSELLING

Link-Up Victoria offers a free and confidential counselling service to all clients and family members. Please contact the office for further information or to speak with a counsellor.

CLIENT RESPONSIBILITIES

1. Clients have a responsibility to treat Link-Up Victoria staff in a respectful and courteous manner.
2. Clients are responsible for keeping their contact details up to date with Link-Up Victoria (e.g. change of address, phone number, name, etc.)
3. Clients have the responsibility to complete all forms and documents required by Link-Up Victoria including registration forms, reunion evaluation forms and any other forms that might be required.
4. Clients have the responsibility to inform Link-Up Victoria of any information that might be relevant to their case, e.g. if you have received your ward of the state file, or if you have found any new information regarding your family details or whereabouts, or if you have had any contact with the family member/s that you are searching for, etc.
5. Clients have the responsibility to advise Link-Up Victoria of any **legal commitments and obligations with any State Correctional Services, which may prevent you from leaving the state** in which you currently reside (e.g. Parole, Bail Conditions, Probation, Community Based Orders etc).
6. Clients have the responsibility to advise Link-Up Victoria of any outstanding matters relating to you or your family members that could prevent participation in the reunion (e.g. family court orders, custody arrangements, etc.)

REUNION CONDITIONS

1. Only one financially assisted reunion will be organised by Link-Up Victoria for each client.
2. If clients cancel or postpone the reunion they must have a genuine reason (e.g. sick – doctor's certificate, bereavement, etc). If the reunion is cancelled without a genuine reason the client will forfeit any further financial assistance from Link-Up Victoria.
3. Link-Up Victoria will cover the costs of travel, accommodation and arranged activities for the duration of the reunion.
4. Travel will be arranged for a fixed period allowing one day travel to the destination and one day to travel home. Accommodation will be arranged accordingly. (Exceptions will be considered for back to country and institution reunions).
5. Clients will be liable and responsible to pay any additional costs incurred if arrangements are altered including any changes to travel or upgrade of the accommodation, room service, etc.
6. A Link-Up Victoria caseworker will accompany the client for the duration of the reunion.
7. Clients must complete a Link-Up Victoria reunion evaluation within fourteen (14) working days upon return from the reunion.
8. A letter is required from a doctor to advise whether the client is fit for travel, only if there is a pre-existing condition and/or the client is over the age of 65.
9. The client must advise their Link-Up Victoria Caseworker of any **legal commitments and obligations with any State Correctional Services, which may prevent them from leaving the state** in which they currently reside (e.g. Parole, Bail Conditions, Probation, Community Based Orders etc). The reunion will not proceed without written authority from the Department of Corrections or appropriate Department/s.
10. The client must not perform or participate in any illegal activities whilst on the reunion.
11. The client must advise their Link-Up Victoria Caseworker of any outstanding matters relating to them or their family members that could prevent participation in the reunion (e.g. family court orders, custody arrangements, etc.)

12. The client will be required to return all funds provided if any of the information provided to Link-Up Victoria is false or misleading.

Alcohol and other drugs:

All reunion activities are to be free from alcohol and other drugs.

PLEASE NOTE: The reunion **WILL BE CANCELLED IMMEDIATELY** if alcohol or drugs are consumed AT ANY TIME, including after hours.

Remaining Clients:

Any client choosing to stay beyond the scheduled timeframe of the reunion does so of their own accord. Link-Up Victoria will not be responsible for incurring any cost associated with the client's ongoing stay or return home.

Personal Vehicle: If any party makes a decision to use their private vehicle when participating in a reunion event, the party agrees to do so at their own risk. Link-Up Victoria will not accept responsibility in the event of damage to that vehicle or personal injury associated with such use.