

# FURTHER RESOURCES FOR GRASSROOTS ORGANISATIONS HELPING PEOPLE EXPERIENCING HOMELESSNESS



CITY OF MELBOURNE



# A CITY FOR PEOPLE

A city for people welcomes all. It is accessible, affordable, inclusive, safe and engaging. It promotes health and wellbeing, participation and social justice.

## **Acknowledgement of Traditional Owners**

The City of Melbourne respectfully acknowledges the Traditional Custodians of the Land. For the Woiwurrung (Wurundjeri), Boonwurrung, Taungurong, Dja Dja Wurrung and the Wathaurung groups who form the Kulin Nation, Melbourne has always been an important meeting place for events of social, educational, sporting and cultural significance.

# CONTENTS

1. Community grants	4
2. Templates and forms	5
2.1 Client consent form	6
2.2 Consent form - photography/filming/audio	8
2.3 Client feedback form	9
2.4 Location risk assessment (cover page)	10
2.5 Location risk assessment (accommodation)	11
2.6 Location risk assessment (street stop)	12
2.7 Location risk control plan	13
3. Policies	14
3.1 Code of conduct for volunteers	14
3.2 Rights and responsibilities of volunteers	14
3.3 Code of Conduct for clients	15
3.4 Rights and responsibilities of clients	16
3.5 Privacy policy	17
4. Client complaint resolution process	18

Cover image: Vinnie Soup Vans nightly mobile meal service

## Disclaimer

This report is provided for information and it does not purport to be complete. While care has been taken to ensure the content in the report is accurate, we cannot guarantee it is without flaw of any kind. There may be errors and omissions or it may not be wholly appropriate for your particular purposes. In addition, the publication is a snapshot in time based on historic information which is liable to change. The City of Melbourne accepts no responsibility and disclaims all liability for any error, loss or other consequence which may arise from you relying on any information contained in this report.

# INTRODUCTION

This resource has been developed to accompany the Handbook for grassroots organisations helping people experiencing homelessness. It provides examples of resources for your consideration.

## 1. COMMUNITY GRANTS

**Your organisation may be eligible for grants to help build organisational capacity.**

The City of Melbourne's Connected Communities Grants support community connect, social inclusion and access and participation through an annual grants program.

The Lord Mayor's Charitable Foundation also provides Thrive Grants to support the capacity building of smaller, grass-roots charitable organisations. Thrive Grants are available to organisations working in one of the Foundation's four Impact Areas: Education & Employment, Environment & Sustainability, Healthy & Resilient Communities and Homelessness & Affordable Housing.

For further information of all external resources referred to within this document please go to [melbourne.vic.gov.au/grassrootsorgs](https://melbourne.vic.gov.au/grassrootsorgs)

## 2. TEMPLATES AND FORMS

**This section contains template forms and policies to use when creating your own documents. In addition, the Australian Charities and Not-For-Profits Commission's website has excellent and free [Guidance and Tools](#).**

This section also includes examples of client consent forms for photography, filming, audio and stories. If you are considering taking photos or video of your clients, please think carefully about how you use people's images and stories and whether the public sharing of this information will impact them. For example taking a group photo that includes a person escaping domestic violence could affect their safety. Please make sure that the person whose consent you are seeking understands that once their image or story is online it may be shared through social media and that you cannot control how it is used.

Please refer to Council to homeless person's four-page [Media Guidelines for journalists](#). It includes ethical considerations on reporting on homelessness and portraying people who are experiencing homelessness.

### Free policy and procedure templates

The Institute of Community Directors Australia (ICDA) is a best-practice governance network for not-for-profit boards, committees, councils, schools, and their staff. It has developed free [Tools & Resources](#) and a [policy bank](#) with free, downloadable template policies and procedures. Download any that might be useful.

- Tips for developing policies
- Code of Ethics
- Child Safety Code of Conduct
- Child Protection Policy
- Complaints handling
- Confidentiality Policy
- Environmental Sustainability Policy
- Anti-discrimination Policy
- Access & Equity Policy
- Bullying Policy
- Sexual Harassment Policy
- Affirmative Action Policy
- Governance Policies
- Governance Policy
- Board Office-bearer Policy & Position Statements
- Board Attendance Policy
- Board Grievance Policy
- Board Dispute Resolution Policy
- Conduct of Meetings Policy
- Crisis Response Policy
- Board Member Recruitment Policy
- Board Member Induction Policy
- Board Conflict of Interest Policy
- Board Confidentiality Policy
- Equal Employment Opportunity Policy
- Performance Review Policy
- First Aid Policy
- Transparency & Accountability Policy
- Legislative Compliance Policy
- Risk Management Policy
- Financial Management Policies
- Budget Planning
- Board Fundraising Policy
- Investment Planning Policy
- Sponsorship Policy
- Financial Control Policies
- Reimbursement of Expenses
- Credit Card / Financial Transaction Card Policy
- Petty Cash Policy
- Fraud Risk Management Policy
- Acceptable Use of Vehicles & Equipment Policy
- Acceptable Use of Electronic Media Policy
- Communications Policies
- Copyright Policy
- Media Relations Policy
- Email Retention & Archiving Policy
- Privacy Policy
- Social Media Policy
- Volunteer Policies
- Volunteer Management Policy
- Work health and safety policy
- Acceptable Use of Vehicles & Equipment Policy
- Acceptable Use of Electronic Media Policy
- Professional Development Policy

## 2.1 Client consent form

Launch Housing is an independent Melbourne based community organisation formed from the merger of HomeGround Services and Hanover.

**Our mission** To end homelessness. **Our Values** Empowerment, Fresh thinking, Agility, Leadership and Courage

Thank you for taking the time and sharing your personal story to assist Launch Housing to raise public awareness of homelessness, amplify the voices of people experiencing homelessness, and generate the cultural and social change to end homelessness.

Full name: \_\_\_\_\_ Age: \_\_\_\_\_

Name of parent or guardian if under 18: \_\_\_\_\_

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Email address: \_\_\_\_\_

This form applies to my:  Photograph  Video  Story

I consent to:

- information about my identity and circumstances being gathered for this case study
- my photograph being taken and used for the purposes below.

Launch Housing using my image/story for:

- Printed material (ie our annual report, brochure, poster)
- Launch Housing website
- Article in magazine/journal
- Media story/interview
- Promotional videos
- Social media (Facebook, Twitter, YouTube)
- my image/video/story being forwarded on to Launch Housing's partner organisations (e.g. corporate partners, schools, welfare organisations) for use in their publications, media activities, websites and social media pages
- my name being published alongside my image/video/story

If yes by what name would you like to be referred? \_\_\_\_\_

Or may we use an abbreviation of your name or a nickname alongside the publication of your image?

\_\_\_\_\_  to my age being published alongside my image/video/story

I understand:

- my case study might be used for the next 24 months or a shorter time if specified by me after that time has passed, Launch Housing will have to ask for my consent again if they continue to use my information;
- if I give consent for use of my story in the media or on the internet that it may remain available online indefinitely.

By signing this consent form I:

- give permission to Launch Housing to take my photograph/film/ interview me and use it for the purposes outlined above;
- confirm that I will receive payment for my time as per the current reimbursement policy provided to me;
- agree that Launch Housing owns the copyright in the images that Launch Housing takes of me.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Launch Housing may collect, store, use and disclose any information, including privacy information, provided by me in this form or obtained as a result of a consent provided by me in this form for any purpose outlined in this form. For the purposes of this clause "privacy information" includes personal information and sensitive information as defined by the *Privacy Act* and applicable privacy legislation.

I consent to these matters and acknowledge that if not all of the requested privacy information is provided, Launch Housing may not be able to process this form and any payments I may be eligible to receive for my time. I acknowledge that Launch Housing may also be required to disclose privacy information about me as a result of a legal requirement.

In all respects, the collection, storage, use and disclosure of privacy information is governed by the terms of Launch Housing's Privacy Policy which can be viewed at [www.launchhousing.org.au/privacy](http://www.launchhousing.org.au/privacy) and applicable privacy legislation.

Courtesy of Launch Housing

## 2.2 Consent Form - photography / filming /audio

I consent to participate in photography/filming and/or audio recording conducted by the \_\_\_\_\_,  or a representative of \_\_\_\_\_.

I understand that the photographs/video and/or audio taken may be used in \_\_\_\_\_ promotional materials, such as flyers, posters, brochures, website content and across social media channels relating to services and programs provided by \_\_\_\_\_. I also understand that \_\_\_\_\_ cannot be held responsible for how an external party may use photography/film once posted online.

I agree that any photography/video and/or audio taken is, and will remain, the sole property of the \_\_\_\_\_ and grant a licence to the \_\_\_\_\_, and any parties authorised by the \_\_\_\_\_, at its discretion, to copy or reproduce the photo/video or audio as the \_\_\_\_\_ may determine without acknowledgement and without being entitled to remuneration or compensation.

I further understand and agree to allow the \_\_\_\_\_ to use any of the photography / video and/or audio taken during this shoot at any time in the future for any purpose considered appropriate.

Name: \_\_\_\_\_

If consenting as a parent or legal guardian of child/children under 18 years of age please indicate the name/s of the child/children below:

Name	Relationship to child/children

Phone or email address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Collection statement:** The personal information requested on this form is being collected by \_\_\_\_\_ for the purpose of recording your consent to use your/your child's/children's photograph/footage. If consent is not collected, you/your child/ children will be excluded, to the extent possible, from the nominated photography / filming and/or audio.

Photographer name: \_\_\_\_\_ Event name: \_\_\_\_\_

Event location: \_\_\_\_\_ Event date: \_\_\_\_\_

This example consent form is courtesy of City of Melbourne



## 2.3 Client feedback form

We value your feedback whether it is a compliment, a suggestion or to let us know about any concerns or a complaint you have. Your feedback can help us to provide a better service for you and for others.

Use the space provided to give us your feedback and tell us what happened.

### Service details

Name: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

Your contact details (optional)

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Point: \_\_\_\_\_

I can be contacted on: (specify your availability)

Day: \_\_\_\_\_

Time: \_\_\_\_\_

### Your feedback:

Where possible we would aim to resolve your feedback/complaint in an informal way by speaking to you directly. If this is not possible, you can submit this completed form to the client feedback volunteer or team leader. We are happy to assist you to complete this form and, to ensure privacy, you can request an envelope. You will be contacted within 7 working days. If you are not satisfied with the outcome you have the right to raise the feedback/complaint or appeal the decision with the XXXX

If you have any queries, please contact us on: XXX

- If you would like to speak to an advocate please contact: Council To Homeless Persons Advocacy Services
- Phone: 03 8415 6213 or 1800 066 256 Address: 2 Stanley Street, Collingwood 3066 Web: [has@chp.org.au](mailto:has@chp.org.au)
- You can also contact the [Australian Charities and Not-For-Profits Commission \(ACNC\)](#) to raise concerns about charities.
- If you are worried about the conduct of a registered charity, report your concern to the ACNC using the [online form](#). Or you can call on 13 ACNC (13 22 62) and their Advice team will take you through the form over the phone.

## 2.4 Location risk assessment (cover page)

Soup van operation: \_\_\_\_\_

Location, site or address: \_\_\_\_\_

Tick relevant one: Existing stop  Proposed new stop

### Assessment conducted by:

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Date assessment conducted: \_\_\_\_\_ Date assessment reviewed: \_\_\_\_\_

Courtesy of Vinnies Soup Vans

## 2.5 Location risk assessment (accommodation)

### Accommodation Housing (Boarding/Rooming House/Public Housing)

Soup Van Operation: \_\_\_\_\_

Location/Site: \_\_\_\_\_

RISK FACTOR	LOW	MEDIUM	HIGH
<b>Vehicle Access</b>	Can drive in & out in a forward direction.	Can drive in but need to turn around to exit OR on street parking only.	Can only reverse out of facility.
<b>Outside lighting, visibility and external building environment</b>	Good visibility to at least 10 metres at parking spot, entrance, and exit. No slipping, tripping hazards.	Limited visibility of <15 metres, but >5 metres outside of building due to blind corners, shrubbery, poor lighting or other factors.	Poor visibility Blind corners, shrubbery, bad lighting or other factors limit visibility to less than 5 metres. Slipping, tripping hazards.
<b>Building access</b>	Access to building has been authorised with building owner/manager and the Society.	Access to building has not been sought by the Society, with building owner/manager.	Access to building has not been authorised by building owner/manager and/or Society.
<b>Number of building levels</b>	Single level house or apartment.	Single level multi room building.	Multi-level building.
<b>Service Delivery</b>	Service provided immediately outside building, but within premises.	Service provided inside building, in a communal area.	Service provided door-to-door.
<b>Demographic</b>	Individuals or groups posing no threat or concern to Soup Van volunteer's and/or client's wellbeing.	Individuals or groups posing some concern but no genuine threat to Soup Van volunteer's and/or client's wellbeing.	Individuals or groups posing a genuine threat to Soup Van volunteer's and/or client's wellbeing.
<b>Building exits</b>	Numerous and easily accessible exits, which allow for a quick escape off the premises.	Numerous but not easily identifiable and/or accessible, due to unusual floor layout.	Limited access to exits and/or difficulty escaping. Unclear pathway off premises.
<b>Building Management Security</b>	Security in place during visits and collaboration with Building Management.	Security in place during visits or collaboration with Building Management.	No Security on site during visits and collaboration with Building Management.
<b>Number of Incidents</b>	No incidents reported in the last 12 months.	1-2 reported incidents in the last 12 months.	3 or more incidents reported in the last 12 months.

#### Instructions

1. Determine the risk rating for each risk category by reading all columns. Decide which one is the closest match. Where there is doubt, the actual risk rating must always revert to the highest risk.
2. All risk factors scored as Medium or High must have documented risk treatment plans, which state how the risk is being managed.

Courtesy of Vinnies Soup Vans

## 2.6 Location risk assessment (street stop)

### Street stop

Soup van operation: \_\_\_\_\_

Location/site: \_\_\_\_\_

RISK FACTOR	LOW	MEDIUM	HIGH
<b>Vehicle Access and Exit</b>	Can drive in & out in a forward direction.	Can drive in but need to turn around to exit.	Can only reverse out.
<b>Outside lighting, visibility and external environment</b>	Good visibility to at least 15 metres at parking stop. No slipping, tripping hazards.	Limited visibility of <15 metres, but >5 metres at parking stop, due to corners, shrubbery, poor lighting or other factors.	Poor visibility. Blind corners, shrubbery, bad lighting or other factors limit visibility to < 5 metres at parking stop. Slipping and tripping hazards.
<b>Street stop access</b>	Access to street stop has been authorised with Local Council/ Owner/Manager and the Society.	Access to Street Stop has not been sought by the Society, with Council/Owner/Manager.	Access to Street Stop has not been authorised by Council/ Owner/Manager and/or Society.
<b>Type of Street stop</b>	Car park or small access road.	Next to or on a quiet residential street.	Next to or on a main road.
<b>Location of client Group being served/ awaiting service</b>	Most of Client Group off the street.	Mixture of Client Group on and off the street.	Most of Client Group on the street.
<b>Demographic</b>	Individuals or groups posing no threat or concern to Soup Van volunteer's and/or client's wellbeing.	Individuals or groups posing some concern but no genuine threat to Soup Van volunteer's and/or client's wellbeing.	Individuals or groups posing a genuine threat to Soup Van volunteer's and/or client's wellbeing.
<b>Police and Security Support.</b>	Collaboration with police exists, supporting the Soup Van program.	Relationship with police is held.	No relationship with police and/or no support from police for Soup Van Program at that location.
<b>Number of Incidents</b>	No incidents reported in the last 12 months.	1-2 reported incidents in the last 12 months.	3 or more incidents reported in the last 12 months.

### Instructions

1. Determine the risk rating for each risk category by reading all columns. Decide which one is the closest match. Where there is doubt, the actual risk rating must always revert to the highest risk.
2. All risk factors scored as Medium or High must have documented risk treatment plans to, which state how the risk is being managed. Use the Location Risk Control Plan template to document this.

Courtesy of Vinnies Soup Vans

## 2.7 Location Risk Control Plan

Soup van operation: \_\_\_\_\_

Location/site: \_\_\_\_\_

RISK CATEGORY	CURRENT RISK SCORE	PROPOSED CONTROLS	PERSON/ORGANISATION RESPONSIBLE FOR TAKING ACTION	COMPLETION DATE	NEW RISK SCORE

### Instructions

1. Write down the risk category for the location being assessed where there is a rating of Medium or High.
2. Write down the current risk rating.
3. The Location Risk Assessment Team will meet to discuss ways of reducing the risk category ratings. Where required they will also consult with that soup van operation
4. Write down who will carry out the actions agreed upon to reduce the risk and by when.
5. Once these agreed upon actions are completed, review the risk again and write down the new risk score in the last column.

Information will only be accessed by management.

Information will be securely stored.

Information will be destroyed if it is no longer needed for any purposes.

If you have any queries or complaints about our Privacy Policy please contact us at: [insert details]

# 3. POLICIES

## 3.1 Code of Conduct for volunteers

Volunteers must be over the age of 18 years. Volunteers between the ages of 16 and 18 years may apply to participate only on the condition that he/she is accompanied for the entire shift by a person who is over the age of 18 years and who acts in loco parentis or as their legal guardian and who accepts full responsibility for their behaviour. Volunteers under the age of 18 must complete an indemnity and permission form.

As a volunteer, I demonstrate dignity and respect, create a safe and welcoming environment, and promote health and wellbeing by:

- Treating people with dignity and respect at all times.
- Treating everyone fairly, courteously and with utmost respect and compassion.
- Listening empathetically and without judgement to the people who seek our service and support.
- Ensuring that my practise does not detract from any person's dignity or human rights.
- Keeping calm at all times and not aggravating a situation.
- Only making commitments I know I can fulfil, and following through on them, and therefore, not setting people up to fail by making categorical statements or giving undue hope. Using words such as 'I will try', rather than 'I will'.
- Not discriminating on the basis of nationality, race, culture, gender, sexual orientation, religious beliefs, social background, disability, family status, marital status, age or political opinions.
- Using language which is respectful to clients, the community and others.
- Refraining from all forms of unacceptable or unlawful behaviour.
- Not maintaining relationships with clients for personal advantage or gain. This means no "out of hours" involvement with clients, and any type of sexual, personal, financial, or dependent relationship.
- Refraining from giving out any personal details, including: my home phone number, my address, or connecting with clients on social media, under any circumstances.
- Not transporting clients in private vehicles.
- Protecting the privacy and confidentiality of clients, the organisation, its people, donors, partners and other supporters.
- Refraining from exploiting clients including children and other vulnerable people and promptly acting on any reasonable suspicion that exploitation is occurring.
- Acknowledging the power differences between myself and clients, and avoid creating relationships of dependence.
- Be an effective advocate when a client needs assistance.

## 3.2 Rights and responsibilities of volunteers

### Volunteer Rights:

#### As a volunteer you have the right:

- To be provided with orientation and induction to the organisation and the program
- To be given a copy of the volunteer policies and procedures and other policies and procedures that affect your work
- To work in a healthy and safe environment in accordance with the Occupational Health and Safety Act/s
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- To be adequately covered by insurance
- To be reimbursed for out of pocket expenses within the level of authority and authorisation for expenditure
- Not to fill a position previously held by a paid worker
- Not to do the work of paid staff during industrial disputes
- To have a position description and agreed working hours
- To receive clear instructions, regular supervision and support
- To conduct work that is worthwhile, diverse, challenging, satisfying and appropriate to your skills and experience
- To be provided with training and education throughout your volunteering time
- To work within your position description and level of training
- To have access to information about the service and the tasks allocated to you
- To know who you are accountable to and the channels of communication within the organisation
- To have access to supervision, communication with your team/shift leaders and overall right to lodge a comment or complaint within the grievance procedure guidelines
- To have your confidential and personal information dealt with in accordance with the Privacy Act 1988
- To be recognised as a team member
- To be provided with appropriate work area, equipment and training.

## **Volunteer responsibilities:**

### **As a volunteer, you have a responsibility:**

- To make an informed decision to work as a volunteer
- To make your volunteering commitment, i.e. days and type of service, intentionally known to the organisation and leaders
- To undertake orientation, induction and training as required
- To uphold the aims and objectives of the program and organisation
- To conduct yourself in a professional, ethical, courteous and lawful manner
- To be punctual and reliable
- To enhance and maintain a harmonious working environment with other volunteers, staff, members, clients, customers and networks
- To refrain from gossiping or other divisive behaviours
- To work together effectively and proactively with other members in your team
- To accept direction and to undertake tasks as appear in your job description
- To be aware of the limits of your role
- To accept responsibility for the tasks outlined in your position description
- To take action to perform your duty of care to yourself and to others and to know when to take immediate action
- To adhere to the rules, regulations and conditions of your work
- To uphold the organisation's policies and procedures
- To uphold the occupational health and safety policies and procedures
- To commit to achieving results and make an effective contribution to the agency
- To acknowledge and respect the views of other people and not impose your personal values and beliefs on others
- To demonstrate enthusiasm, loyalty and the principles of practice and delivery of the program
- To respect the rights, privacy and dignity of all people
- To maintain the confidentiality of clients
- To be accountable for your own actions
- To avoid becoming personally involved with clients or giving out personal information
- To deal fairly and impartially with all clients
- To notify your shift leader as soon as possible if you are unable to attend on a rostered day or unable to undertake or complete a task
- To participate in meetings and training as required
- To discuss with your shift leader any problems that may arise and seek guidance if and when required
- To report accidents, incidents, 'near misses', hazards and injuries to your shift/team leader immediately and follow any subsequent processes or paperwork pertaining to the event in a timely fashion
- To report complaints made by clients, volunteers and the general public to your shift/team leader immediately
- To provide constructive feedback to the appropriate people in the organisation and participate in making change to practises
- Where possible, give advance notice of your intention to resign.

## **3.3 Code of Conduct for clients**

### **As a client, I will demonstrate dignity and respect, create a safe and welcoming environment, and promote health and wellbeing by:**

- Treating all other service recipients/clients, volunteers and staff with dignity and respect.
- Behaving in a non-violent manner.
- Maintaining the confidentiality and privacy of volunteers, staff and other people using the service/program.
- Respecting the information provided to me, on the basis that the information is based on best intentions.
- Not judging others on the basis of perceived need. Everyone receiving this service is equal.
- Providing true information to volunteers/staff so that adequate safety, security and support can be given.
- Keeping my space safe, being aware of my surroundings and not placing myself at risk.
- Ensuring the integrity of personal space and safety for others.
- Alerting others to potential dangers, risks or concerns.
- Showing consideration and respect to volunteers/staff.
- Giving constructive and formal comments and feedback to the best of my ability.

## 3.4 Rights and responsibilities of clients

### Your rights

#### As a client you have the right to be:

- provided with information on how to access our services
- served by trained volunteers
- served in a safe and secure environment, which is free from physical, sexual, emotional and verbal abuse
- treated with dignity, respect and equality, which includes being treated in a non-judgmental and non-discriminatory manner
- treated politely, courteously and respectfully, without judgement of your views, opinions and personal circumstances
- treated with respect and privacy with any personal and confidential information provided and ensuring it is only used for the intended reasons
- provided with services which maximise the opportunity to participate in decision making
- where possible, provided with arrangements for an interpreter or other language services, if this is needed or, the use of accessible language or other means
- provided with information about other services that may be available
- fully and clearly informed about the nature and choice of the services and any rules and conditions that apply in our program
- informed how to provide feedback, comments or complain about the service, including the right to an advocate

### Your responsibilities

#### All clients will be expected to:

- be kind to self
- treat all other service recipients/clients, volunteers and staff with dignity and respect and behave in a non-violent manner; treating others how you would like to be treated
- maintain the confidentiality and privacy of volunteers, staff and other people using the service/program
- respect the information provided to you, on the basis that the information is given to you is based on best intentions
- not judge others on the basis of perceived need as everyone receiving this service is equal
- provide true and accurate information to volunteers and staff so that adequate safety and security and appropriate support can be provided, alerting others to potential adversity
- keep your space safe, being aware of your surroundings
- ensure the integrity of personal space and safety
- alert others to potential dangers, risks or concerns
- don't place yourself at risk
- show consideration and respect to volunteers and staff, accepting that there are limits to the services that each can provide
- give constructive and formal comments and feedback to the best of your ability.



## 3.5 Privacy Policy

### Purpose

To ensure that all **[Name of your organisation]** representatives who are responsible for handling personal and/or health information do so in a manner that protects every individual's right to privacy.

### Policy

**[Name of your organisation]** is fully committed to protecting everyone's right to privacy. In collecting information we will comply with all aspects of the Privacy Act 1988.

Your confidential and personal information will be dealt with in accordance with the Privacy Act 1988.

In particular:

**[Name of your organisation]** will only collect personal and health information that is required for its activities

Information will only be used for the purpose for which it was collected and will NOT be used for any other purposes such as social media, media without your agreement.

If information is required for other purposes other than those for which it was collected, agreement will be sought beforehand.

Information will only be accessed by management

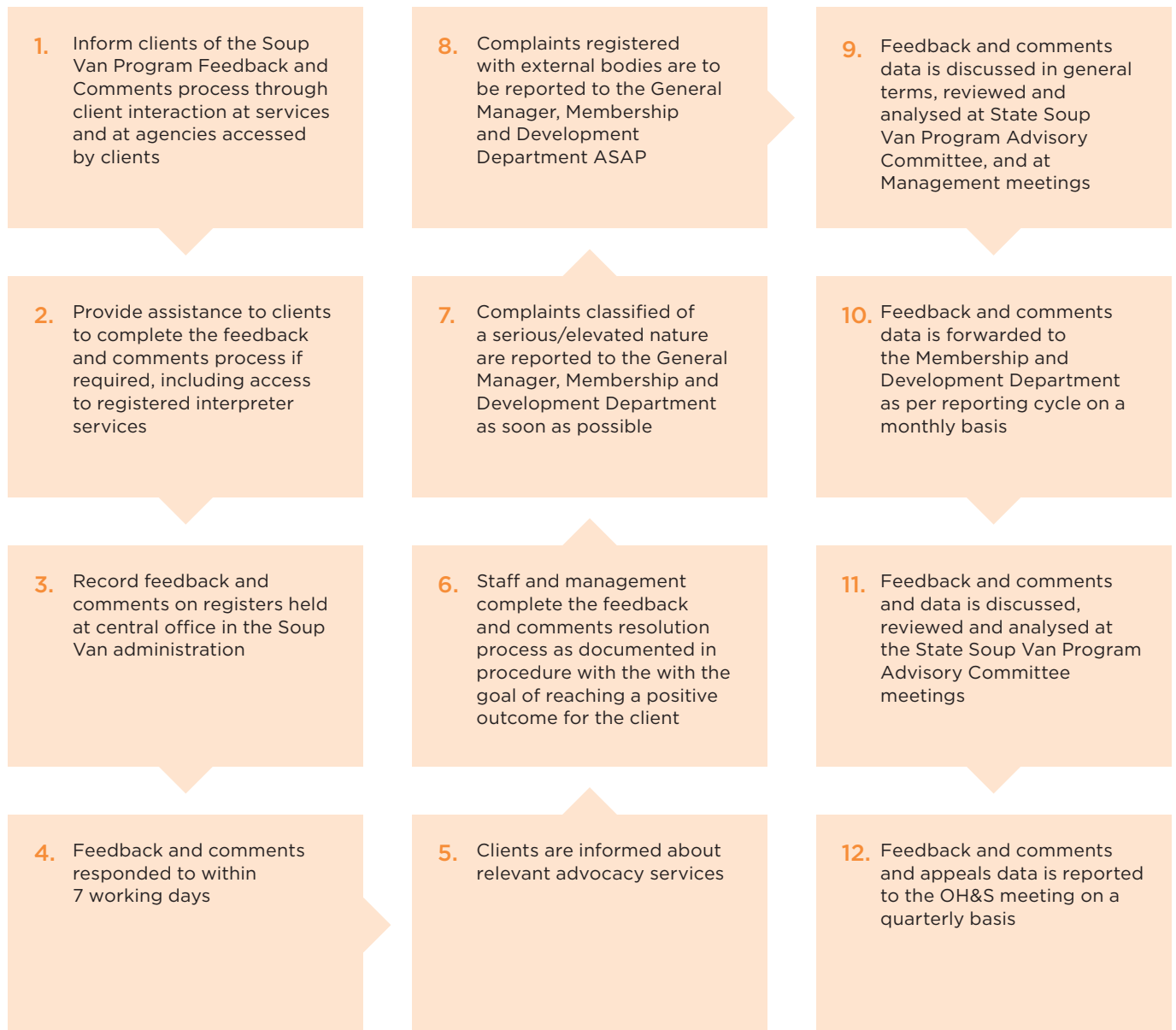
Information will be securely stored

Information will be destroyed if it is no longer needed for any purposes

If you have any queries or complaints about our Privacy Policy please contact us at: **[insert details]**

# 4. CLIENT COMPLAINT RESOLUTION PROCESS

## Soup Van Program Feedback, Comments and Appeals Flow Chart



Courtesy of Vinnies Soup Vans



## How to contact us

### Online:

[melbourne.vic.gov.au](http://melbourne.vic.gov.au)

### In person:

Melbourne Town Hall - Administration Building  
120 Swanston Street, Melbourne  
Business hours, Monday to Friday  
(Public holidays excluded)

### Telephone:

03 9658 9658

Business hours, Monday to Friday  
(Public holidays excluded)

### Fax:

03 9654 4854

### In writing:

City of Melbourne  
GPO Box 1603  
Melbourne VIC 3001  
Australia



### Interpreter services

We cater for people of all backgrounds  
Please call 03 9280 0726

03 9280 0717 廣東話  
03 9280 0719 Bahasa Indonesia  
03 9280 0720 Italiano  
03 9280 0721 普通话  
03 9280 0722 Soomaali  
03 9280 0723 Español  
03 9280 0725 Việt Ngữ  
03 9280 0726 عربي  
03 9280 0726 한국어  
03 9280 0726 हिंदी  
03 9280 0726 All other languages

### National Relay Service:

[melbourne.vic.gov.au](http://melbourne.vic.gov.au)



CITY OF MELBOURNE