

Working together with Micah Projects

We have a set of principles to guide us in working together, and to have an understanding of each other's expectations. It is important to us that you feel welcome, have choices and do not experience discrimination.

We invite you to have a person of your choice to assist you in any matters relating to our work with you. This includes accessing your personal information.

What we can expect from each other as we work together

Respect

- behaviour that is respectful and not harmful or makes us feel threatened in any way
- we acknowledge your previous experiences and respect your decisions.

Information

- the information you provide to us will be accurate and up-to-date
- we will provide you with up-to-date information and options regarding your situation.

Understanding

- we may not always be able to meet all of your requests
- we understand you might be upset or frustrated by your experiences and situation.

Support

- we will work together towards what you want to achieve.

Privacy and confidentiality

Micah Projects is committed to ensuring that our work practices uphold your rights to privacy when accessing services.

Micah Projects receives government funding to provide services, therefore we are required to collect information from you for data reporting. We only collect information that is relevant to the assistance you need.

The information we collect includes:

- details of the work we do with you
- non-identifying data, e.g. your age and cultural background.

Micah Projects will seek your written consent to share any of this information with anyone else, unless there is immediate risk of harm to yourself or others requiring our action.

Our Privacy and Confidentiality Policy is available on request.

Advocacy

In order to be your advocate, at times we may need to talk to other government and community agencies on your behalf to ensure you can receive services, entitlements and resources, e.g. housing, Centrelink income, training or child protection. Your support worker will talk to you about which agencies these might be and seek your written consent to make contact with them.



Agnes and Family.

Photography: Katie Bennett.

How do I give feedback or voice my concerns?

We value your feedback. Making a complaint, giving a compliment or offering a suggestion can help improve our service. Your complaint will be dealt with in a confidential manner and will only be discussed with the people directly involved.

If you have feedback about Micah Projects you can talk to any of our staff. If you are not happy with their response you can speak to the Feedback and Complaints Officer. If you are still not satisfied you can contact the external bodies in option 3 below. The Feedback and Complaints Officer can advise you if you are unsure which external agency to contact. If you feel uncomfortable about making a complaint on your own, Micah Projects encourages you to use an advocate.

1. Talk with someone at Micah Projects, either:

- in person (at any of our locations), or
- phone 3029 7000

OR

2. Put your thoughts in writing. You can ask for a feedback form or simply write a letter. Micah Projects staff will assist you if you ask them. Give your form to any Micah Projects staff or mail to:

Micah Projects
PO Box 3449, South Brisbane Q 4101

OR

3. Contact any of the following:

Department of Communities, Disability Services and Seniors

1800 080 464 (free call)
feedback@communities.qld.gov.au

Queensland Ombudsman

(07) 3005 7000
1800 068 908 (if you are outside Brisbane)

Department of Social Services

1800 634 035
complaints@dss.gov.au

Office of the Health Ombudsman

133 646 (regarding health services)

Micah Projects

PO Box 3449, South Brisbane Q 4101
Ground Floor, 162 Boundary Street, West End Q 4101
Ph 07 3029 7000 | Fax 07 3029 7029
info@micahprojects.org.au | micahprojects.org.au

We are committed to providing services and opportunities in the community to create justice and respond to injustice.

We work collaboratively and respectfully with Indigenous communities and agencies. Micah Projects endorses the United Nations Universal Declaration of Human Rights.

Funded by

