

Victorian Adoption Network for Information and Self Help

How you can contact us:



Call us: 1300 VANISH
or 03 9328 8611



Email us: info@vanish.org.au



Write to us
P.O. Box 112,
Carlton South, VIC 3053



Come in and speak to us at
1st Floor, 50-52 Howard Street,
North Melbourne, VIC 3051



Visit our website: www.vanish.org.au

VANISH Services

- Confidential specialist search assistance
- Information about the rights of individuals
- Assistance with applications for records
- Support – by phone, email or face to face
- Facilitated peer support groups
- In-house counselling service
- Counselling and other referrals
- Secondary consultations for professionals
- Counsellor training
- Community education
- Regional information sessions
- Advocating for our service users

VANISH Service Users

- People affected by adoption in Victoria - mothers, fathers, adopted persons and adoptive parents
- People affected by adoption in other states and territories, overseas as well as intercountry adoption
- Forgotten Australians - former wards of state, defacto adoptions and/or those who were placed in institutional or foster care in Victoria
- People affected by donor conception - donors, offspring and parents



SERVICE USERS CHARTER

Our Service commitment to you

The aim of this Charter is to let you know what you can expect from us and also to let you know what you can do to help us help you.

About us

VANISH's aim and purpose is to assist those affected by separation from family members by adoption, state wardship or donor conception. Our standards in providing a confidential, professional and empathetic service are in line with national principles and relevant legislation.

VANISH acknowledges that whilst there are common themes for individuals separated from a child or from family, each persons experience is unique to them.

Our Values

VANISH's core values are

- self help
- respect
- empowerment
- integrity
- professionalism
- inclusiveness

What you can expect

VANISH undertakes to

- let you know your rights and responsibilities
- enable you to take the lead in decisions regarding the pace of your search, the type of support you receive and which services you access
- protect your personal information
- gain your written consent before providing your information to another organisation for the purposes of your search
- be open and honest including if we are unable to assist you
- provide you with information about or referrals to, other services available
- ensure all contact is based on mutual respect
- encourage you to provide feedback to help us improve
- where required, use an interpreter or language service suitable to your specific needs



You are welcome to visit the VANISH office

Health and Safety

Our strong commitment to occupational health and safety means that we comply with all relevant legislation and industry standards, providing a safe place for anyone who is on the premises and clear evacuation procedures in case of an emergency.

How you can help us assist you

VANISH asks you to

- provide us with complete and accurate information as far as you are able to
- tell us if the best way to contact you and whether we can leave you a message or not
- treat VANISH staff with respect and courtesy
- let us know if you are unable to keep appointments with us
- give us honest feedback about our service

When at VANISH's premises

- take reasonable care to ensure you are compliant with safety procedures
- respect our property and other people using our services
- advise a staff member if you notice a health and safety issue at the premises
- follow any directive to vacate the premises quickly and in an orderly manner

Feedback and complaints

VANISH values all feedback, whether a compliment, suggestion or complaint. We encourage you to give feedback as this assists us to understand your experience and to better meet your needs.

VANISH values the knowledge and expertise of service users (you) and appreciates your insights.

Feedback can include aspects such as if our offices and services are welcoming, safe and accessible or if you have anything to say about our staff team or the resources we offer.

All feedback is carefully considered for how we can improve.

How to provide Feedback

You can provide us with feedback using the Feedback Form which is available at our office, on our website or can be sent to you. Alternatively you are welcome to email the Manager using the address manager@vanish.org.au

How to make a complaint

You have a right to make a complaint if you have a grievance with VANISH. Our aim is to resolve complaints openly, honestly, and as quickly as possible.

To help us respond to your complaint, please put it in writing to the Manager by email or post. Complaints are responded to within 8 days, or earlier if possible.

If you wish to talk to the Manager first, please call the VANISH office on the numbers shown overleaf.