

## Victorian Adoption Network for Information and Self Help

How you can contact us:



Call us: 1300 826 474

or 03 9328 8611



Email us: [info@vanish.org.au](mailto: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](http://www.vanish.org.au)



To access this document online with a QR reader scan here

## VANISH Services

- Confidential specialist search assistance
- Information eg about eligibility and 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
- Referrals for counselling and other services
- Secondary consultations for professionals
- Counsellor training
- Community education & information sessions
- Advocating on behalf of our service users

## VANISH Service Users

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

# VANISH

Victorian Adoption Network for Information and Self Help

## SERVICE USERS CHARTER

### Our Service Commitment to You

This Charter is to let you know what you can expect from VANISH and to let you know what you can do to help us help you.

### Our Purpose

VANISH aims to empower and assist those people affected by separation from a child and/or adoption, state wardship or donor conception by providing a formal structure through which to deliver efficient and effective information, search and support service and advocacy.

Our standards in providing a confidential, professional and empathetic service are in line with relevant national principles and legislation.

VANISH acknowledges that whilst there are common themes for individuals separated from a child or from family, each person's experience is unique.

### Our Values

VANISH's core values are

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

*VANISH acknowledges the Victorian Department of Health and Human Services for the funding and support of the work of VANISH*

## What You Can Expect (your rights)

### **VANISH undertakes to**

- inform you of your rights and responsibilities
- maintain your dignity and treat you with respect and courtesy
- provide a service that upholds your human rights and is free from abuse and neglect
- honour your right to culture and cultural safety
- arrange a suitable interpreter, translator or language service where required
- protect your personal information and use it only in accordance with the law
- enable you to take the lead regarding which services you access, the type of support you receive and the pace of your search
- gain your written consent before providing your information to another organisation for the purposes of your search
- be open and honest with you including if we are unable to assist you
- provide you with information about, or referrals to, other services available
- encourage you to provide feedback to help us improve our services

## Privacy and Access to Information

In providing you with appropriate services, VANISH collects information from you. This information may also be used when referring you to other services, to report to funders (de-identified) and for internal quality control and monitoring. In line with the Information Privacy Act, you can access information VANISH keeps about you. Please direct requests for access to documents to the Manager at VANISH.

## How You Can Help Us Assist You (your responsibilities)

### **VANISH asks you to**

- provide us with complete and accurate information as far as you are able to
- tell us of your current contact details 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 your appointments with us
- give us honest feedback about our service

### **When at VANISH's premises**

- take reasonable care to ensure you comply 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

## Honouring Diversity

VANISH undertakes to provide a service which honours diversity and respects the culture, traditions and heritage of all service users. To read our Diversity Policy please contact VANISH.

## Health and Safety

Our strong commitment to occupational health and safety means that VANISH complies 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.

## 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 is welcome on all aspects of VANISH premises, services and staff and will be taken into consideration.

### **How to provide Feedback**

You can provide us with feedback using the Feedback Form which is available at our office, on our website or it can be sent to you. Alternatively you are welcome to email the Manager using the address [manager@vanish.org.au](mailto: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 acknowledged within five working days or earlier if possible.

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