

## Men's Referral Service Client Information Letter

Welcome to the Men's Referral Service (MRS) operated by No to Violence (NTV). This letter provides important information for you to be aware of, as a client of the MRS. The letter includes:

- Client Charter of Right and Responsibilities; and
- NTV's Privacy Statement (including confidentiality and consent)

We encourage you to read this information carefully and raise any questions you may have with your counsellor or by contacting MRS on **1300 766 491** or visiting our NTV website **[www.ntv.org.au](http://www.ntv.org.au)**

### Client Charter of Right and Responsibilities

The Charter aims to ensure that you are aware of your rights and responsibilities as a client of MRS and can be confident that your rights will be upheld by our employees.

#### Dignity and Respect

Everyone has the right to be treated with dignity and respect, regardless of their race, ethnicity, national origin, socio-economic status, religion, gender identity, sexual orientation, intersex status, relationship style or abilities.

#### Information

As a client of NTV, you have the right to:

- receive information in a way that you can understand,
- have access to an appropriately trained interpreter upon request; and
- receive sufficient and accurate information in relation to the services provided by NTV and the assistance and support you can expect to receive.

#### Services

As a client of NTV, you have the right to:

- be listened to,
- be treated in a professional, courteous, and caring manner,
- receive a high-quality service from appropriately trained and experienced staff; and
- have an advocate of your choice support you to use our services.

## Privacy

As a client of NTV, you have the right to:

- receive an explanation about what happens to your personal information,
- have your personal information treated confidentially (with some exceptions as required by law); and
- have access to and correct your personal information upon request.

## Feedback and Complaints

As a client of NTV, you have the right to:

- give feedback about the service received,
- make a complaint about anything that concerns you about our service; and
- expect that any complaint will be responded to in a respectful and timely manner.

## Responsibilities of Clients

As a client of NTV, it is your responsibility to:

- treat NTV employees with courtesy and respect,
- let NTV employees know if you do not understand the advice or information given to you; and
- provide accurate and honest information to assist NTV employees in providing you with the best possible service.

For further information on client rights and responsibilities can be found at [www.ntv.org.au](http://www.ntv.org.au) or by speaking with a counsellor on **1300 766 491**.

## Privacy Statement

### Commitment

NTV is committed to responsibly handling and protecting the privacy of personal information which it collects. Accordingly, NTV is committed to full compliance with its privacy obligations.

NTV will always try to collect information in a sensitive manner and only when necessary. It is your right to choose what information you share with us. However, if you decide not to share some important information, it may affect NTV's ability to provide you with or direct you to the most suitable and beneficial service to you.

The right to privacy is of particular importance to members of certain communities, including the LGBTIQ+, Culturally and Linguistically Diverse (CALD), First Nation, regional and remote communities, as breaches of privacy can have significant consequences, including increased risk of discrimination. The NTV Information Collection Policy (LGBTIQ+) is in place to further support NTV's commitment to protecting such information, even when not specifically protected by the relevant legislation.

## Limited Confidentiality

The content of counselling sessions and interactions with MRS, including information disclosed in any telephone calls or webchats is confidential. However, under certain circumstances limited confidentiality may apply and we may share information with third parties. These include:

- when subpoenaed by a court of law;
- when required by law (e.g. Mandatory Reporting under the Child Information Sharing Scheme);
- when failure to disclose information would place you or another person at risk of serious harm; or
- when your prior approval or consent to share has been gained for authority to release information to a nominated person.

## Anonymity

NTV, where lawful and practicable, will give you the option of not identifying yourself when supplying information or interacting with its services.

## Accessing and updating your personal information

Any person wishing to access their personal information details held by NTV may contact NTV's Governance and Compliance Manager on 03 9487 4500. Access will be provided except in the circumstances outlined under applicable law.

Anyone who believes their personal information is inaccurate, incomplete, or out of date may request that NTV updates the information. Requests will be dealt with in accordance with applicable laws.

## Data Breaches

In the unlikely event of an Eligible Data Breach, the Privacy Act 1988 (Cth) requires NTV to notify affected individuals and the Office of Australian Information Commissioner (OAIC).

## Complaints

If you feel aggrieved by NTV's handling of your personal information or health information, you can make a complaint through NTV's website to NTV's Governance and Compliance Manager or you can contact us directly at 03 9487 4500.

Individuals may choose to complain to the Office of the Australian Information Commissioner (OAIC) (website: <https://www.oaic.gov.au>), the Commissioner for Privacy and Data Protection Commissioner (website: <https://www.cdpd.vic.gov.au/>) or the Health Complaints Commissioner (website: <https://hcc.vic.gov.au/>).

## NTV's Privacy Policy

Click on the link to view NTV's complete [Privacy Policy](#).