



LINK-UP (QLD) ABORIGINAL CORPORATION

RIGHTS OF CLIENTS

The Link-Up (Qld) Program is funded by the Office of Health & Aging under the Social and Emotional Wellbeing program and our role is to assist Aboriginal & Torres Strait Islander people by reuniting those over the age of eighteen years who have experienced enforced separation from their families and communities through adoption, fostering, removal or institutionalisation under past Government policies and practices.

1. The term “client” in relation to Link-Up (Qld) is defined as “*a person who identifies as being, or believes they are of Aboriginal or Torres Strait Islander heritage, seeking to locate family member/s as a result of separation through adoption, fostering, or being raised in an institution/s.*” Applications for assistance to Link-Up (Qld) are approved in accordance with the remainder of the guidelines.
2. Link-Up (Qld) shall provide assistance to clients identifying as being of Aboriginal or Torres Strait Islander descent, or who believe they have an Aboriginal or Torres Strait Islander heritage. However, if records or research indicates Aboriginality has not been documented, the Link-Up (Qld) program will be unable to further assist. An appropriate agency will be recommended i.e. Salvation Army, Family Tracing Unit, and State Libraries.
3. Clients have the right to information about the services of Link-Up (Qld) and any other relevant referral services appropriate to their needs.
4. Clients have the right to participate in decisions concerning options relevant to their individual case needs, including their choice of Caseworker.
5. Clients have the right to receive assistance that is provided in a sensitive, confidential and culturally appropriate manner and all available resources will be explored to locate their families.
6. Clients are eligible for **one (1)** financially assisted reunion by the Link-Up (Qld) Program.
7. Link-Up (Qld) shall respect the privacy of clients’ information and uphold and maintain the principles of confidentiality in accordance with Link-Up (Qld) Aboriginal Corporation Policies and Procedures.



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8. The client's file remains the property of Link-Up (Qld) Corporation, however, should the client wishes to view this information, it is requested that the client contact the Team Leader; to arrange a suitable time. A Caseworker will prepare a copy of the file for release, however it may be necessary to delete identifying third (3rd) party information in accordance with the Information Privacy Act 2009 (Qld) and the Right to Information Act 2009 (Qld). This process can be time consuming therefore Link-Up (Qld) requests ten (10) working days notice.
9. Link-Up (Qld) shall provide assistance that is appropriate to each client's expressed needs and will respond to the client's changing needs and priorities.
10. Clients have the right to have their written complaints about the service acknowledged and addressed by the Executive Committee or the Manager of Link-Up (Qld) in a fair and objective manner.

Please sign to acknowledge that you have read and fully understand your rights as a client of (Qld) Link-Up; a copy of this contract will be placed in your file.

Signature: _____

Print Name: _____

Date: ____/____/____

The Caseworker has explained the Complaints procedure, Confidentiality & Privacy Protocols, Discrimination Policy and procedure for viewing your file.

Caseworker's Signature: _____

Print Name: _____

Date: ____/____/____