

FACT SHEET 12 - INFORMATION ACCESS

FSG Australia clients will have access to the following information:

Document	Timeframe	Access
Annual Report	Annually	www.fsg.org.au
Fact Sheets	At intake and refreshed regularly	www.fsg.org.au
Policies and procedures	As requested	Mail/email or in person
FSG In your Community Newsletter	Quarterly	Mail (financial members)

Carer Newsletters

Encompass
Commonwealth Carer Respite Centre
Lakeview

Program-specific information e.g. individual plan, service description, fees