



# About your rights at Anglicare WA

## Our commitment to you

Anglicare WA dreams of a just and fair society where all people thrive.

Individuals and families make valuable contributions to the community. We recognise this and want to build on their strengths.

We are serious about providing quality services and to ensuring that people understand their rights and responsibilities.

## We are committed to:

- ◆ promoting social justice, respect, compassion, empowerment, independence, non-discrimination and integrity
- ◆ promoting access and equity
- ◆ respecting diverse cultures and religions
- ◆ ensuring our staff are positive and respectful
- ◆ providing universal access to all of our services
- ◆ providing timely and relevant information
- ◆ continuous improvement in our service delivery to all people
- ◆ meaningful participation by all in the development of our services

Anglicare WA is legally obliged to report concerns when we believe a client, staff member or member of the community is at risk of harm.



## If you access Anglicare WA services, you have the right to:

- ♥ be treated with respect
- ♥ be protected from any inappropriate behaviour
- ♥ receive our services without discrimination
- ♥ discuss any concerns you have and have them resolved where possible
- ♥ receive information and options
- ♥ provide feedback to our services
- ♥ have your privacy respected

You have the right to question, complain or share ideas about our services.

We encourage you to give us feedback and promise to provide a safe environment for you to be heard. We are interested in what you have to say and we will ensure that your concerns are dealt with respectfully and quickly.

You can progress your complaint by speaking to the person the complaint is about if you feel comfortable to do so. If you would rather not do that, or you have tried and are still concerned that the issue is not resolved, you can speak to the program coordinator or manager. After this option, there is a range of additional steps which the coordinator or manager will inform you about.

Please remember we are keen to learn and improve. Your feedback helps us to do that.

### Give us feedback!

You can provide a compliment, complaint or suggestion by:

- telling any staff member
- calling on 1300 11 44 46
- emailing us at [complaints@anglicarewa.org.au](mailto:complaints@anglicarewa.org.au)
- filling out an online form at [www.anglicarewa.org.au](http://www.anglicarewa.org.au)
- writing to:  
Complaints Department c/o  
General Manager -  
Practice Excellence  
Anglicare WA Inc.  
GPO Box C138  
East Perth WA 6892  
Mark as "Confidential"

The agencies below will be able to provide you with assistance and support when lodging a complaint:

- HaDSCO 6551 7600
- Ombudman's Office 9220 7555

### Get in touch with us

C/ - Sambell Centre  
23 Adelaide Terrace  
East Perth, WA 6004

GPO Box C138,  
East Perth WA 6892

**T** 1300 11 44 46

**F** 08 9325 8969

**E** [info@anglicarewa.org.au](mailto:info@anglicarewa.org.au)