

# About your rights at Anglicare WA

## Our commitment to you

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



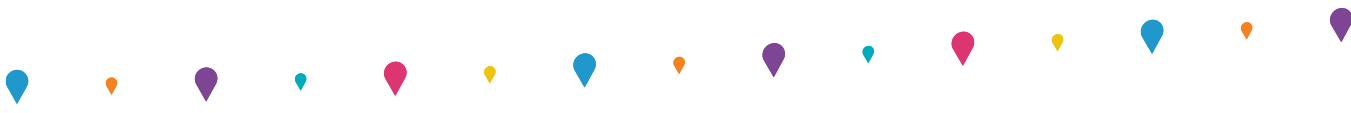
Individuals and families make valuable contributions to the community. We recognise this and want to build on their strengths.

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
- ◆ Ensuring our clients and their families feel safe accessing our services
- ◆ 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
- ◆ Feel safe and 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

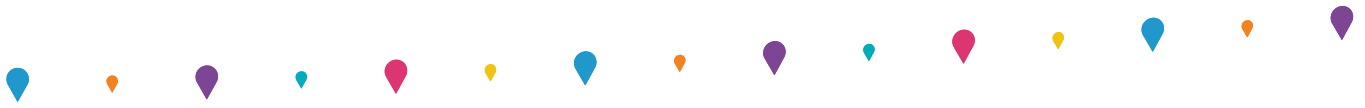


### Feedback and complaints

We want to hear from you and we take your feedback seriously. We want you to feel comfortable to tell us what is working and what is not working for you during your time with us – so we try to make it better for you.

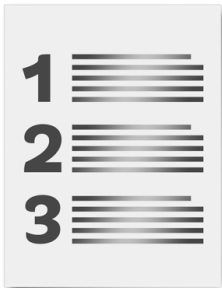
If you would like to tell us about something you are not happy about there are several ways to do this:

- ◆ Tell a worker or someone at any Anglicare WA office
- ◆ Ask to speak to the manager of the service you are in
- ◆ Ask your carer to contact us
- ◆ Contact us on Facebook Messenger
- ◆ Send an email to [complaints@anglicarewa.org.au](mailto:complaints@anglicarewa.org.au)
- ◆ You can call our customer service line on 1300 11 44 46 using your Relay Service
- ◆ You can write to us at:  
Complaints Department c/o General Manager - Practice Excellence  
Anglicare WA Inc. GPO Box C138, East Perth WA 6892  
Mark as "Confidential"



## What happens after I complain?

We will be happy to hear from you. We want to work things out where we can and make things better in the long run.



Normally the manager of the service you are in will try to work things out with you. However, sometimes you may prefer to have someone else, like a friend or family member, help with talking to the manager. That's ok too.

A staff member will contact you to ask you more about your experience. We may try to find an immediate solution for you or we may need time to investigate what has happened. This means we need to speak with all of the people involved, check our records and figure out what happened.

Once we have checked everything we will contact you to let you know what we found and what we are going to do as a result.

We will keep you updated throughout the whole process.

You can contact our Complaints department at any time on the email above and we will touch base with you at any time during the process.

If you have any other access needs please let us know.



## What if I would like support to provide feedback?

You can request an Auslan interpreter via email, SMS or TTY.

If you have any special needs or requirements please contact us on 1300 11 44 46 or [info@anglicarewa.org.au](mailto:info@anglicarewa.org.au).

Complaints will be dealt with quickly, fairly and politely, and you will not be penalised for expressing your views.

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

