



Windana and **You**

Your rights and responsibilities

windana.org.au

 **WINDANA**
Life. Changing.

We take your rights seriously

When you access Windana services, you have the right to:

Communication

- Know who you are speaking to
- Be informed of your rights
- Receive up-to-date information in clear language, allowing you to make decisions to determine your own care and wellbeing.

Respect and fairness

- Considerate and respectful communication at all times
- Receive support of the highest standard without discrimination in regards to your social status, age, race, sex, gender identity, sexuality, spirituality or political belief
- Receive culturally respectful and appropriate support.

High quality services

- Have your needs listened to in order to provide you with safe, effective services
- Have our complaint and feedback processes explained to you.

Advocacy and support

- Be linked with other services that may help you achieve your goals
- Include a support person in planning and making decisions about your care.

Privacy and confidentiality

- Have your privacy respected
- Have your personal and health information recorded accurately and stored securely
- Access your information upon request.

If you are an Aboriginal or Torres Strait Islander person, under Victoria's Charter of Human Rights you have distinct cultural rights to:

- Enjoy your identity and culture
- Maintain and use your language
- Maintain your kinship ties
- Maintain your distinctive spiritual, material and economic relationship with the land and waters and other resources with which they have a connection under traditional laws and customs.

As a Windana client, you also have responsibilities

We ask you to:

- Treat others politely and with respect
- Respect the privacy of others
- Be familiar with your rights and responsibilities
- Let us know what you need regarding your treatment
- Provide us with accurate and honest information
- Participate in the treatment process to the best of your ability
- Let us know if your circumstances change or if you require further assistance.

Privacy

Windana is committed to protecting the privacy of your personal and health information. The way we collect, store, use, release and delete this information follows Victorian and Commonwealth laws relating to confidentiality and privacy.

We use your information to:

- Provide you with the appropriate support and assistance that meets your needs
- Improve our services
- Make referrals to other agencies that may assist you, with your consent
- Maintain a record of your interaction with our services.

Access to your information

We store your information securely and confidentially, and you decide who it is shared with (within the limits of the law).

At any time you can request to see your information, and ask that errors be corrected.

To request access to your information, email privacy@windana.org.au

Written, hard-copy requests can be addressed as 'Request for client information' and mailed to PO Box 372, St Kilda, 3182.



Giving us feedback

We welcome all feedback – whether you want to give a compliment, make a complaint, or share a comment. Your feedback ensures the services we provide to our clients and residents are of the highest quality possible.

You can give us feedback:

- By talking to a Windana staff member
- Via our website:
www.windana.org.au/feedback
- Via email:
feedback@windana.org.au

We are committed to maintaining your privacy and all feedback is treated confidentially.

You can leave feedback anonymously if you choose. If you would like us to contact you to discuss your feedback, please leave your contact details and we will be in touch within three business days.

Please note:

- You can make a complaint about any aspect of service provision without fear of recrimination
- We record general information about all feedback, including complaints to help improve our services
- Your feedback is not recorded on your personal file.

Other feedback options

If you are unhappy with our response to your feedback, you can contact:

- Health Complaints Commissioner Victoria – **1300 582 113**
- Commission for Children and Young People – **1300 782 978**
- Office of the Victorian Information Commissioner – **1300 006 842**



windana.org.au
03 9529 7955
windana@windana.org.au

We celebrate and respect diversity in all its forms including Aboriginal and Torres Strait Islander identity, sex, gender, sexuality, age, culture, language, disability and lived experience.

