

Windana and you: Your rights and responsibilities

We take your rights seriously

To support you to exercise your rights, Windana staff will always:

- Identify ourselves
- Inform you of your rights
- Treat you with respect and dignity
- Respect your privacy
- Not discriminate against you
- Speak plainly, and provide you with up-to-date information
- Involve you in any decision making
- Allow you to have a support person if you desire
- Record your personal information accurately and store it safely
- Listen carefully to your needs and provide you with safe, effective, evidence based services
- Link you with other services that may help you
- Explain how you can make a complaint or provide other feedback
- Act on the feedback you give us
- Ask if you need an interpreter
- Provide you with information regarding advocacy
- Respect and respond appropriately to all cultures
- Ask how we can improve our services.

Privacy

We collect the following information:

- Name and contact details
- Other details such as your care plan and information about your health
- Information provided by other referring agencies.

As Windana clients, you also have responsibilities and we ask you to

- Treat others politely and with respect
- Respect the privacy of others
- Be familiar with your rights and responsibilities
- Tell us 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.

How we use your information

- To provide you with the appropriate support and assistance that meets your needs
- To improve our services
- To make referrals to other agencies that may assist you
- To maintain a record of your interaction with our services.

Access to your information

- Your information is stored securely and confidentially
- You decide who your information is shared with
- You can request to see your information and ask that errors be corrected.

To request access to your information, you can email ceo@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.

Please note:

- You can make a complaint about any aspect of service provision without fear of recrimination
- You will be kept informed of the progress and outcome of your complaint
- We record general information about all feedback, including complaints to help with improving our services
- The information is not recorded on your personal file.

Other feedback options

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

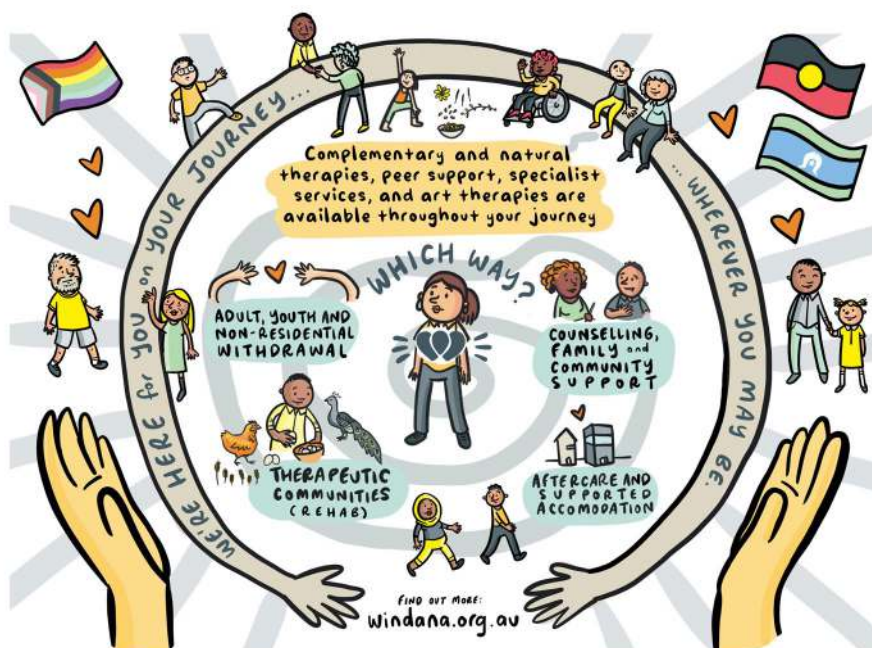
- Health Complaints Commissioner Victoria – 1300 528 113
- Commission for Children and Young People – 1300 782 978
- Commissioner for Privacy and Data Protection – 1300 666 444

About Windana

Since 1984, Windana has helped thousands of people recover from the harmful effects of drugs and alcohol and make meaningful change to lead healthy and fulfilling lives.

Windana provides holistic, evidence-based services tailored to each person's unique situation, wherever they may be on their recovery journey. These include residential withdrawal services, residential rehabilitation and a suite of community-based services.

We work in and across sectors to improve and refine treatment services and increase community understanding to eliminate the stigma around drug and alcohol dependence, treatment and recovery.



Contact Us

Windana Drug & Alcohol Recovery Ltd. (ABN 68 398 137 238)

T. 03 9529 7955 | F. 03 9521 3581 | E. feedback@windana.org.au | windana.org.au