

Listening to customers is important as it helps us to improve our services.

### Feedback, Compliments and Complaints

UnitingCare Gippsland is committed to creating and maintaining an environment in which consumers, carers and other community members are encouraged and enabled to provide feedback, compliments and complaints about our services.

All feedback, compliments and complaints offer UnitingCare Gippsland the opportunity to improve service and practice.

You can provide feedback, compliments or complaints by speaking to any of our staff or by completing our 'Feedback, Compliments and Complaints' form.

This form is available at all reception areas and can also be found on our website.

You can also speak directly to our CEO regarding further information on making complaints, by ringing any of our offices or emailing

[tracey.gibson@ucgipps.org.au](mailto:tracey.gibson@ucgipps.org.au)

### Vision

UnitingCare Gippsland has a vision of a healthy Gippsland where disadvantage and inequity are challenged.

- We want individuals and communities to have the opportunity to develop to their full potential.
- We want individuals and communities to have the knowledge, resources and abilities to positively confront individual, family and social change. We want this to happen in a way that is not divisive.
- UnitingCare Gippsland wants collaborative partnerships to help us achieve this vision.

### Office sites

#### Wellington

126 Raymond Street,  
**SALE**, 3850  
Phone: 5144 7777  
Fax: 5144 1429

#### South Gippsland

3 Church Street,  
**LEONGATHA**, 3953  
Phone: 5662 5150  
Fax: 5662 5151

#### East Gippsland

49 McCulloch Street,  
**BAIRNSDALE**, 3875  
Phone: 5152 9600  
Fax: 5152 9666

### Email:

[mail@ucgipps.org.au](mailto:mail@ucgipps.org.au)

### Website:

[www.ucgipps.org.au](http://www.ucgipps.org.au)



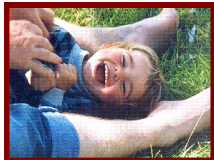
# YOUR RIGHTS AND RESPONSIBILITIES AT UNITINGCARE GIPPSLAND

*building resilience,  
building capacity,  
building partnerships.*



Quality Improvement Council  
'Yes ... we are a QIC accredited organisation'

**UnitingCare Gippsland is a quality accredited organisation**



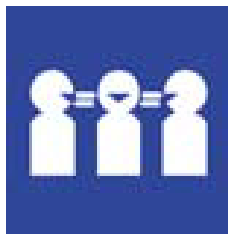
This brochure is designed to help you understand what you can expect from the services provided by UnitingCare Gippsland

### Your Rights:

As a person using UnitingCare Gippsland services, you have the right to:

- Be involved in decisions about you.
- Have your privacy, dignity and diversity respected.
- Have your cultural needs met.
- Be provided with information about our services that you understand.
- Seek information and advice from other services and choose service provision available to you.
- Ask questions of our staff.
- Consent to or refuse services.
- Have your records kept confidential.
- Access your records where appropriate.
- Provide feedback, compliments or complaints about our service
- An advocate of your choice.
- Access an interpreter.
- Feel comfortable and safe within your home when our staff are visiting

UnitingCare Gippsland can arrange interpreters free of charge to assist customers who speak little or no English, or whose first language is Auslan (Australian Sign Language).



### Your Responsibilities

We ask that you are responsible for:

- Providing us with all of the information we need to assist you.
- Making and keeping appointments and advising if you are unable to keep an appointment.
- Treating staff and other clients with respect.
- Informing us of changes to your situation including address, telephone number or circumstances.
- Promoting a safe environment in our offices (free from verbal, physical and emotional abuse).
- Providing a safe environment in your home if our staff are visiting.

### Our Responsibilities

We will:

- Respect your dignity, diversity and independence.
- Maintain records that accurately reflect contact between you and our staff.
- Provide you with information about any fees or charges in relation to our services.
- Negotiate any difficulty in paying our fees and charges
- Try to identify the most appropriate service to meet your needs, and if this service is not internal, we will refer you.
- Acknowledge and support the role of carers and be responsive to their needs.
- Deliver services in a professional manner.
- Listen and respond to your feedback, compliments or complaints.

Privacy is a fundamental human right. For more information please refer to the brochure 'Your Information — It's Private'.

### Privacy and Confidentiality

All clients have the right to expect:

- That all communications and records relating to you will be treated confidentially
- that we only use information that is necessary to provide you with services and support, or needed to comply with legal and funding requirements.
- That we will not use or disclose personal information unless it is required, authorised or permitted by law.

### Refusal of Service

- You have the right at any time to stop using our service.
- We will refer you to the most appropriate service if we are unable to provide you with a service.
- You can refuse service from a particular worker or from a student.
- You can choose not to follow any plan we develop with you.
- If for any reason we can no longer provide you with a service we will inform you, and support you to access the next most appropriate service.
- In some circumstances if you withdraw consent to share information with others it may become difficult for us to provide you with the best possible service.