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Wayss Ltd
Policy & Practice Development Manager
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WAYSS Limited

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DCN 139/1

What to do if you don't think your rights have been met

Raise the issue with WAYSS staff. If you don't think your rights have been met or you disagree with a decision, talk to WAYSS staff. Tell staff your concerns and ask them to explain why a decision has been made. WAYSS welcomes your feedback as an opportunity to review its services.

If you don't agree with, or are not satisfied with, the explanation, ask how you can use **WAYSS complaints procedure**.

If you are unhappy with how your complaint has been dealt with, you can contact:

Homelessness Advocacy Service

You can contact the Homelessness Advocacy Service for advice on 1800 066 256 or at www.chp.org.au/has

Contact your local **Office of Housing** and ask for information about how to get your complaint heard and dealt with.

Contact the **Department of Human Services Corporate Complaints Unit** on 1300 884 706



Your Rights and Responsibilities 2008



Registered Office :

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Dandenong Vic 3175

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Fax: (03) 9793 5078

Email: info@wayssltd.org.au

Web: www.wayssltd.org.au

Your Rights and Responsibilities

WAYSS is committed to the rights of people who use its services. WAYSS encourages you to exercise your rights and give feedback about the service you receive.

Your rights are:

- To be treated with respect and dignity
- To be treated with courtesy
- To be assessed for a service
- To be told about services
- To complain about the service you receive
- To have someone speak on your behalf
- To have an interpreter
- To have your culture and beliefs respected
- To privacy and confidentiality

Your responsibilities are:

- To respect others
- To treat other people with courtesy
- To participate in helping WAYSS provide you with services
- To fulfil any agreements and legal obligations
- To not engage in behaviour that is illegal, abusive or harms others.

WAYSS Rights and Responsibilities

WAYSS has the right to:

- Provide service in a safe and pleasant environment
- Make decisions about service provision
- Exercise its legal rights
- Ensure services are of the best standard and quality
- Refuse to provide a service

In providing services,

WAYSS have a responsibility:

- To promote and respect the independence and dignity of the client
- To ensure that access to service is decided only on the basis of need and capacity to meet that need.
- To inform clients about options WAYSS services provide.
- To respect the privacy and confidentiality of the client.
- To deal with client complaints fairly and promptly.

WAYSS Ltd. Client Feedback Survey

This feedback provides an essential service to WAYSS Ltd. We endeavour to always improve our services to our client/s and the community and we would appreciate you filling out this survey.

Thank you for contributing to our evaluation and service improvement.

	Yes	Un-decided	No
Did the service meet your expectations?			
Did the worker/s treat you with respect and dignity?			
Did the worker/s adequately explain WAYSS services?			
Was your culture and beliefs respected by the worker/s?			
Were your rights & responsibilities as a client explained to you?			
Was the complaints procedure explained?			
Was the WAYSS privacy and confidentiality policy explained to you?			
Was an interpreter offered if needed? (if not needed please leave blank)			
Did you find the service provided appropriate?			
Do you have any suggestions on how the service could be improved?			

Worker/ ProgramDate: