

# Anglicare WA's Commitment & Your rights

## Our commitment to you

We believe in 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 ensuring 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
- 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 a client, staff or community member is believed to be at risk of harm.

## If you access our services, you have the right to:

- Be treated with respect
- 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

You have the right to question, complain or share ideas about our services:

We encourage your feedback and promise to provide a safe environment for you to be heard. We are interested in what you have to say and we will ensure your concerns are dealt with respectfully and quickly.

If you feel comfortable, you can progress your complaint by speaking to the person the complaint is about. If you would rather not, or you have tried and are still concerned that the issue is not resolved, you can speak to the program coordinator or manager. After this option, there is a range of additional steps the coordinator or manager will inform you about.

Please remember we are keen to learn and improve. Your feedback helps us to do that.

**Give us feedback!** Provide a compliment, complaint or suggestion by:

- Telling any staff member
- Calling on 1300 11 44 46
- Emailing us at [complaints@anglicarewa.org.au](mailto:complaints@anglicarewa.org.au)
- Filling out an online form at [anglicarewa.org.au](http://anglicarewa.org.au)
- Writing to: Complaints Department, C/O– General Manager, Practice Excellence Anglicare WA; GPO Box C138 East Perth WA 6892. Mark as "Confidential"

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

## Get in touch with us:

C/O– Sambell Centre  
23 Adelaide Terrace East Perth, WA 6004  
GPO Box C138, East Perth WA 6892

T 1300 11 44 46

F 08 9325 8969

E [info@anglicarewa.org.au](mailto:info@anglicarewa.org.au)