

Let us know what you think

- ◆ Listening to you is important as it helps us improve our services. If you would like to give us feedback you can do so by filling out our Consumer Feedback Brochure available at Reception or you can speak to a staff member.
- ◆ If you are not happy with the way we have dealt with your issue in the first instance you may contact the Clinical Manager at YWAHS on (03) 4110 2100.
- ◆ If you are still not happy and believe your privacy has been unlawfully interfered with you may make a complaint to the:

Office of the Victorian Information Commissioner

in relation to personal or sensitive information.
PO Box 24274 Melbourne VIC 3001 or by email to enquiries@ovic.vic.gov.au

Tel: 1300 006 842

Victorian Ombudsman

Tel: 1800 806 314

Yoowinna Wurnalung Aboriginal Healing Service
thanks you for taking the time to read this brochure.



Our Sites

Lakes Entrance

11 Heatherlea Grove
PO Box 590
Lakes Entrance Victoria 3909
Phone: (03) 4110 2100
Email: healingservice@ywahs.org.au

Referrals: healingserviceintake@ywahs.org.au

Sale

16b Wade Court
Sale Victoria 3850

Nicholson

107 Hazeldene Crescent
Nicholson Victoria 3882

Bairnsdale

14 Giles St



“Be Yourself. Everyone is welcome here”

Updated 09/2022

Yoowinna Wurnalung
Aboriginal Healing Service

‘Our Safe Place’



Your Rights and Responsibilities



Tel: (03) 4110 2100

You have the right to:

- Access the care and services you need
- Be assessed for access to services without discrimination
- Safe and high quality care or services
- Be treated with dignity, respect and consideration
- Have your cultural needs supported and respected
- Be included in decisions about your care
- Access information in a language you can understand
- Expect that anything you tell us is kept private except if deemed otherwise by law.
- Give or withhold consent to services
- Have someone speak on your behalf
- A second opinion
- Refuse our help at any stage
- Access your client record
- Have regular reviews of your Support Plan to ensure care remains appropriate
- Make any complaint or express any grievances about service provision and have them dealt with fairly and without retribution

How you can help us:

- Treat our staff and other clients with respect
- Tell us if you do not understand what you have been told about your care
- Tell us if there is a change to your circumstances. This includes your address and telephone number
- Keep your appointments or let us know if you can't
- Keep your home safe for us to visit you if necessary.

Information we collect about you

- ◆ We ask you for your information to help us care for you.
- ◆ We will not use or tell anybody your information unless we are legally required to manage or assess risk of family violence, or if there is a risk of harm to yourself or others.

Confidentiality

- ◆ You have the right to expect that anything you tell our staff is kept private.
- ◆ Ask to see our privacy brochure if you would like to know more information.

Your Rights:



Access

The Services you require



Safe

High quality care



Respect

Be treated with dignity and have your Cultural needs supported



Communication

Be included in decisions & choices



Privacy

Confidentiality of your information



Comment

Provide feedback and be heard



Advocacy

Have a support person with you