



# Your rights and responsibilities

## Your rights when you access our services and spaces are to:

- be treated with respect, dignity and courtesy regardless of age, disability, cultural and linguistic background, gender, sexual orientation, socio-economic status, and religious or spiritual beliefs
- have fair and equal access to Whittlesea Community Connections (WCC) services in line with documented eligibility criteria
- have access to an interpreter as required
- have your right to privacy and confidentiality protected, within the limits imposed by the law and the duty of care
- receive a service that is professional, competent and accountable
- provide feedback or make a complaint about a WCC service

## Your responsibilities when you access our services or spaces are to:

- respect the rights of other clients, employees, volunteers and students to privacy and confidentiality
- treat WCC employees, volunteers, students and other clients with respect, dignity and courtesy regardless of age, disability, cultural and linguistic background, gender, sexual orientation, socio-economic status, and religious or spiritual beliefs
- to communicate openly and honestly
- be responsible for any decisions you make
- attend appointments and advise WCC as soon as possible if you are unable to attend your appointment
- respect WCC property

## How to provide feedback or make a complaint

You have the right to provide feedback or make a complaint in relation to the service you have received at WCC.

We encourage you to speak to the person the feedback/complaint involves and try to solve the issue together.

If that is not possible or is unsuccessful, you can make a complaint by using the form on the WCC website or contacting the CEO, Alex Haynes by phone 9401 6666 or email [ahaynes@whittleseacc.org.au](mailto:ahaynes@whittleseacc.org.au)

## What to expect if you provide feedback or make a complaint

- your feedback/complaint will be dealt with efficiently and you will be informed of the outcome in a timely manner
- your feedback/complaint will be properly considered/investigated
- action will be taken if necessary
- you will be treated with respect and courtesy, and without retribution
- you will be supported throughout the process to understand the procedure

