

MAKING A COMPLAINT

We welcome your comments and complaints. Your feedback helps us to provide a better service.

Please speak with a member of staff if you are unhappy with any part of our service. We will look at the problem and try and solve it quickly and fairly.

If you wish to make a formal complaint, you can write to:

The Manager
WASH House Inc.
PO Box 551
Mt Druitt NSW 2770

Or you can email:

eo@washhouse.org.au

Complaints should be marked
"Private & Confidential"

ABOUT US

The WASH House envisages a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their family.

We work towards realising this vision for the women of Blacktown by providing information, community development, counselling, support services and group work.

The WASH House Inc.

Monday-Friday
9:00AM-4:00PM

Lot 5 Kelly Close Mount Druitt NSW 2770

Mailing address:
PO Box 551 Mount Druitt NSW 2770

Phone:
02 9677 1962

Fax:
02 9677 10464

Email:
admin@washhouse.org.au

Web:
washhouse.org.au

Facebook:
facebook.com/washwomen



YOUR RIGHTS AND RESPONSIBILITIES



YOUR RIGHTS

When using our service, you have a right to:

- Information that you can understand
- An interpreter
- Have help with reading
- Privacy
- Be treated with respect
- Be treated fairly
- Feel safe
- Make your own choices
- Look at your file
- Give us feedback
- Make a complaint to us

If you need help to read or have any questions about this brochure please speak to our staff

YOUR RESPONSIBILITIES

When using our service, you have a responsibility to:

- Be on time
- Let us know if you have to cancel or change an appointment.
- Not be under the influence of illicit drugs or alcohol
- Respect our staff and other women in the centre
- Not use violence against others
- Tell us what we need to know so we can give you the best service
- Inform us of your needs honestly
- Give us feedback to help us give you or others a better service.

If you need help from an interpreter call 131 450 or ask our staff to help you

LIMITS TO CONFIDENTIALITY

All staff at The WASH House are bound by a Confidentiality Policy.

However there are some situations where staff may be legally required to disclose information to other authorities.

This may include when:

- you or someone else may be at risk of harm
- there are child protection concerns
- a court directs us to produce a copy of a client's file as part of a legal process
- FACS issue a Section 248 Request for Information

You can make a suggestion for improving our services, and programs in the suggestion box in reception