

Winda-Mara Aboriginal Corporation

Client Information Booklet

A Guide

**To What You Need to Know
When you are using
Winda-Mara Aboriginal Corporation
Services**

Aboriginal Corporation

WMAC Client Information Booklet Approved 28-5-2012 v1.1

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Acknowledgement

We respectfully acknowledge the past and present traditional owners of the land on which we meet and work “The Gunditjmara” people.

Through our work at Winda Mara we will build on the past work of our ancestors and elders to create a better future for the Aboriginal, Torres Strait Islander and Gunditjmara people.

Our Vision

“That Winda-Mara Aboriginal Corporation is recognised as a progressive leader and a catalyst for positive change enabling aboriginal people in Victoria’s far south-west to lead fuller lives.”

Winda-Mara has Eight (8) key goals.

In developing the key goals for the next 5 years it was critical for Winda-Mara to identify the current issues that are impacting on the aboriginal communities. Meetings held in both Hamilton and Heywood identified similar issues impacting on the community with a strong focus on education, employment, housing and health. The 8 key goals are:

1. Affordable Housing

Provide appropriate and affordable rental housing for Aboriginal people and encourage home ownership in the Aboriginal community

2. Better Health

Improve health outcomes for Aboriginal people

3. Improved Education

Improve education outcomes for Aboriginal people

4. Create Employment

Create employment and business opportunities for Aboriginal people

5. Build Wellbeing

Build the wellbeing of Aboriginal people by increasing individual skills and capacities and by continuing to assess programs delivered by government agencies which can benefit aboriginal people

6. Strong Governance

Provide high levels of good governance for the Winda-Mara Aboriginal Corporation while remaining an important part of Aboriginal life in far south-west Victoria

7. Aboriginal Culture

Protect, strengthen, revive and develop Aboriginal culture

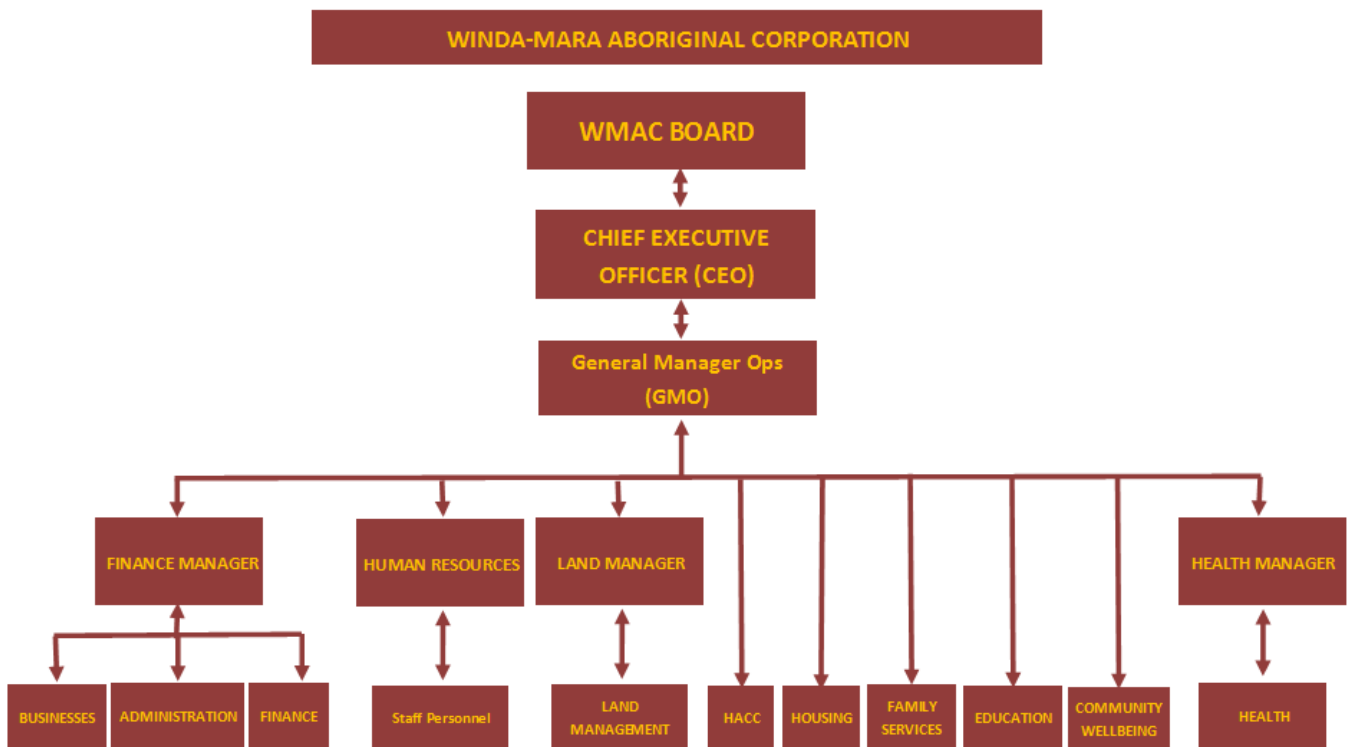
8. Manage Lands and Property

Work with the Gunditj Mirring Traditional Owners Aboriginal Corporation to develop, govern & manage land assets and businesses

Our Values

- Social Justice** - promoting justice, equity, social equality and human rights
- Professionalism** - acting and practicing in a cultural, ethical, respectful, inclusive manner
- Empowerment** - building, strengthening and empowering individual and community decision making.
- Responsiveness** - responding in a timely, engaging, respectful and culturally appropriate manner
- Partnership** - creating better client outcomes through developing strong partnerships.
- Accountable** - responsible monitoring and reporting systems ensuring transparent and accountable service delivery.
- Effectiveness** - effective “results orientated” services meeting the needs of the community.
- Respect** - for those clients, work colleagues, community members and others that we meet and work with each day.

Winda Mara Corporate Structure



WMAC Services and Programs

- Land Management Program
- Housing Maintenance Program
- Aboriginal Health Workers
- Bringing Them Home Program
- Drug and Alcohol Program
- Mental Health Program
- Home and Community Care Programs
- Koori Preschool Assistance Program
- Men's Program
- Women's Program
- General Practitioner
- Housing Program
- Health Promotions
- Chronic Health Nurse
- ATSIC Health Checks
- Regional Eye and Ear Health
- Integrated Family Services
- Kinship Worker
- Budj Bim Tours
- Indigenous Employment Program
- Youth Program

Client Rights and Responsibilities

All clients accessing Winda-Mara Aboriginal Corporation's (WMAC) services will be provided with a copy of the information booklet and informed of their Rights and Responsibilities as clients of Winda-Mara. In addition to this booklet, clients will be provided with a copy of the current Compliments, Comments and Complaints form.

Staff will endeavour at all times to provide current, relevant and timely information to clients regarding existing services, to enable them to make informed choices from alternatives available. Information on Rights and Responsibilities will be provided to clients in a sensitive and culturally appropriate manner.

All staff accept that they have a duty of care to all clients and visitors to the Centre and that all staff, clients and visitors have a legal duty of care to each other. The Organisation will ensure that all staff employ safe work practices, that staff are aware of their duty of care, that adequate training is provided and they abide by the Winda-Mara Code of Conduct.

Your Rights as a Service User

As a person using Winda-Mara services, you have a number of rights, these include;

- The right to be treated in a professional, courteous, and caring manner that respects and appreciate differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status.
- The right to be informed, consulted and to give your views
- The right to be part of the decision making about your care, this includes the right to refuse care.
- The right to receive good quality of services
- The right to be transferred to another staff member, if requested by you (if available and appropriate)
- The right to privacy and confidentiality and to access all personal information kept about you by Winda-Mara
- The right to a private space for discussions and to receive the delivery of services

- The right to be assessed for access to services without discrimination
- The right to be informed about and access available services, and to be advised of other services that may be able to assist you.
- The right to choose from alternative services
- The right to have your comments valued and to make a confidential complaint if you are not happy with the services you receive.
- The right to appeal and request a review of decisions with which you don't agree
- The right to involve an advocate or other person of your choice to speak on your behalf

Your Responsibilities as a Service User

As a person receiving services from Winda-Mara **your** responsibilities include;

- the responsibility to conduct yourself in a manner which will not interfere with the wellbeing or rights of other clients and staff. This includes the responsibility to not act in a confrontational or aggressive manner. If you do not observe these, you will be asked to leave the premises.
- The responsibility to let staff know if you are unhappy about the way you are being treated.
- The responsibility to be actively involved in the decision making about yourself.
- The responsibility for the results or outcomes of any decisions that you make.
- The responsibility to answer any questions about your circumstances or health care honestly, including family history and any allergies you may have. (This includes any issues that may affect our ability to deliver quality services to you)
- To know your own medical history, including medications taken.
- To ask your health worker or other staff to explain if you do not understand the purpose of all tests, treatments and possible alternatives.
- To cooperate with the treatment and advice provided and agreed to by you.
- To tell your health worker or staff member if religious or cultural beliefs make it difficult for you to cooperate with the recommended treatment.
- To keep appointments, or advise those concerned if you are unable to do so.
- To provide feedback to Winda Mara as to the quality of service you receive, this allows us to improve our services.

Right to Make a Complaint, Comment or Compliment

All service users have the right to make a complaint, make a comment or give a compliment about;

- The quality of the services that have been offered
- The type of services that have been offered
- The way the services are delivered
- How they have been treated

Service users also have the right to appeal or question a decision that they believe will make their life more difficult. For example if Winda-Mara refuses to provide you with a service.

Using an Advocate

You have the right to complain or appeal a decision by working through an advocate. An advocate can be a trusted friend, family member or a person from a professional advocacy service. See the “**Advocate Section**” for more information.

What to do if You Wish to Complain or Appeal.

Who should I see or speak to?

You can see or speak to your Winda-Mara worker, another familiar Winda-Mara worker that you are happy to talk with, the program coordinator, the General Manager of Operations or the Chief Executive Officer.

The Winda-Mara Corporate structure is shown on page 3 of this document, it shows the managers and line of reporting accountability.

You can also complain anonymously which means that you do not have to give your name, if you wish. If you choose to do this it will not be possible for you to receive feedback on the result of your complaint.

What should I ask for?

Complaint, comment and compliment forms are available at the reception desk and in the kitchen area or you can ask a staff member for a form and for the Winda-Mara complaints policy and ask a worker to explain the process if you are unclear.

Will they take me seriously?

Every complaint, appeal, comment and compliment is taken seriously as we are keen for feedback that contributes to improving our services.

Will I be punished for complaining?”

Winda-Mara sees complaints, appeals, comments and compliments as important in safeguarding services user’s basic rights and at the same time improving service delivery. Therefore, we welcome service user’s telling us their experience of our service and working with our staff and volunteers.

How long will it take?

The time it will take to resolve your complaint depends on the type and seriousness of the issue raised, but all efforts will be made to deal with the problem as quickly as possible. Appeals of decision already made will be considered within one week of the appeal being lodged and a final decision within two weeks.

Complaints about a Registered Health Practitioner?

If you would like to make a complaint about a Registered Health Practitioner or General Practitioner then you can do so by lodging the complaint with the Australian Health Practitioner Regulation Agency (AHPRA). Anyone, or any organisation, can make a notification to AHPRA, which receives it on behalf of a National Board. The person who has raised the concerns is called 'the notifier'.

Typically, notifications are made by patients or their families, other health practitioners, employers or representatives of statutory bodies.

Most notifications are made voluntarily by individuals with concerns about a registered health practitioner's health, conduct or performance.

The National Law provides protection from civil, criminal and administrative liability for people who make a notification in good faith.

You can ask Winda-Mara staff to assist you in making the complaint or notification or you can download the forms from the AHPRA website at; www.ahpra.gov.au or the direct webpage of: <https://www.ahpra.gov.au/Notifications/Make-a-Notification.aspx>

You can Call AHPRA on: **1300 419 495**

Right to an Advocate

As a service user of Winda-Mara you have the right to involve an advocate of your choice to represent you at any time.

What is an Advocate?

An advocate is someone you choose to speak on your behalf and express your views or provide you with independent support or be your witness or your record keeper.

An Advocate Can Be:

- A trusted family member.
- A trusted friend
- An agency whose role is to advise people about their rights and responsibilities when receiving services and to act on your behalf with other service providers.

Agencies like this are known as "Advocacy" agencies and people who act on their behalf are known as "Advocates".

Winda-Mara respects the rights of all consumers to appoint an advocate of their choice or to use the services of professional advocates.

Role of an Advocate

The role of an advocate will be discussed with you when you first access our services. However, you may engage an advocate at any stage while you are receiving services.

You will need to give your consent for an advocate to access your personal information on your behalf.

Advocacy Services Available to You

South West Advocacy

31 Princess Street,
Warrnambool. Vic. 3280.
Phone. (03) 5561 4584

Dispute Settlement Centre of Victoria

Warrnambool Justice Centre
Lower Group Floor Level
218 Koroit Street,
Warrnambool. Vic. 3280.
Phone. (03) 5564 1008
Fax. (03) 5564 1010

Office of the Public Advocate

5th Floor, 436 Lonsdale Street,
Melbourne. Vic. 3000.
Phone. (03) 9603 9529. Or
1800 136 829 (toll free)

Homeless Advocacy Services

34 Brunswick Street,
Fitzroy. Vic. 3065.
Phone. 1800 066 256 (toll free)

The Ombudsman Victoria

Phone. (03) 9613 6222 or 1800 806 314 (toll free)

The involvement of the Ombudsman occurs when a complaint is lodged with an agency and the issue has not able to be resolved in the first instance between the agency and the client.

Privacy Policy

Winda-Mara values the privacy of all clients, and community members individual personal information and is committed to protecting the information that is held by the organisation.

The Privacy Policy guidelines show how Winda-Mara manages personal health information in accordance with the Information Privacy Act 2000, the Health Records Act 2001 and the Health Services Act 1988.

The Policy applies to all personal information or health information provided to Winda-Mara Health Service that Winda-Mara collects, uses discloses or handles about clients members and communities from other health services.

How Information is Stored

Winda-Mara provides a Medical Service as well as Allied Health Services which requires certain personal information to be collected and recorded as paper based and / or computer database.

What Information is Required

These records contain your demographic and contact details, medical history, care plans and other information relevant to ensure correct diagnosis and treatment is recorded.

While you have contact with Health Workers, General Practitioner and Allied Health Staff, information will be collected and recorded relating to your needs, condition, treatment and outcomes. Every time you attend a Medical or Allied Health Service new information about you is recorded onto your medical record.

Why is This Information Required?

It is necessary for Winda-Mara to collect and keep this information to ensure that each health professional involved in your care has accurate information to assist in addressing your health care needs.

Who Has Access to the Information Provided?

Winda-Mara health workers, visiting Medical Officers and Allied Health Professionals collect and use your information for the purpose of providing care and treatment to you and for administrative purposes directly related to providing such care and treatment.

Winda-Mara may disclose your information to other health care providers for the purpose of providing further treatment to you.

The information that Winda-Mara Health Services collect about you is stored securely and is only accessed by authorised staff.

All Winda-Mara staff are bound by the corporation's confidentiality policy and Code of Conduct which ensures client / community member's confidentiality and privacy are maintained.

If you have concerns about your information being shared please advise your medical officer, health practice manager, CEO, health worker or Allied Health Professional.

How Long is Your Information Kept?

Information is retained according to standards set by the Public Records Act.

Freedom of Information

You have the right to access your health information under the Freedom of Information Act. All requests for access should be directed to Winda-Mara's General Manager of Operations or the CEO.

You will be required to sign a release of information form.

After reviewing your records you may request that amendments be noted to your records if any of the information appears to be incorrect to you.

Health, Wellbeing & HACC Service Fees

Winda-Mara's services are free to all eligible clients. *(See flexible service donation note).*

Flexible Services Donation for Vehicle & Equipment Use

When Winda-Mara receives a request for some flexible services such as the borrowing of a vehicle or trailer or some other equipment a condition may be that a donation is made to the emergency relief fund of Winda-Mara. The donation amount will not exceed \$20.

Inability to be able to pay the donation to emergency relief will not prevent the service being offered to a client.

Missed Appointments

Winda-Mara Aboriginal Corporation is concerned about its clients welfare. Please contact reception or your case worker if you are unable to attend an appointment.

If you make an appointment and do not attend or fail to notify Winda-Mara staff then the following actions will be taken.

- We will attempt to contact you on the day of the appointment to remind you & to arrange transport if required.

If we are unable to contact you and have concerns regarding your wellbeing we will

- The relevant staff member/volunteer will notify the coordinator of a consumer's absence.
- The coordinator will then attempt to contact the consumer. If the coordinator is unable to contact the consumer they will contact the carer/next of kin to determine the consumer's whereabouts.
- If they receive no response from the carer/next of kin they will contact a local medical officer to find out if the consumer has been hospitalised.
- If the coordinator still hasn't discovered the consumer's whereabouts the coordinator will contact the police and/or ambulance if required.
- After an emergency situation the coordinator will keep in contact with the consumer or next of kin until the consumer either returns to the group is discharged from the group.

Critical Incident Reporting Department of Human Services

When a critical incident occurs as with any incident, the most important first step is to make sure clients and staff are safe. After that, a client incident report must be completed.

The Department of Human Services client incident report form can be downloaded from the Funded Agency Channel

<http://www.dhs.vic.gov.au/funded-agency-channel/about-service-agreements/incident-reporting/human-services>

The most senior staff member to witness the incident, or the staff member to whom the incident was disclosed, completes the client incident report form.

The report includes a brief description of the incident, immediate actions that have been taken and planned follow-up actions.

Client incident report must be legible and on the authorised Department of Human Services form. Plain English should be used

Critical Incident Categories

There are two categories of reportable incidents. In grading an incident, give consideration to the actual impact or apparent outcome for the client and the likelihood of recurrence.

Category One incidents are the most serious. A Category One incident is an incident that has resulted in a serious outcome, such as a client death or severe trauma. **Category One** Client incident reports must be sent to DHS within one working day.

Category Two incidents involve events that threaten the health, safety and/or wellbeing of clients or staff. **Category Two** Client incident reports must be sent to DHS within two working days.

It is expected that senior staff will use their professional judgement in considering the sensitivity and appropriate grading of incidents being reported. Further advice on this issue can be found in the DHS "Critical Client Incident Management Instruction.

Handy Phone Numbers and Resources

Department of Human Resources (DHS)

Geelong Office 5226 4540
After Hours Child Protection 13 12 78

Hospitals

Warrnambool 03 5563 1666
Hamilton 03 5232 5100
Portland 03 5521 0333

Ambulance

000

Fire Brigade

000

Police

000

Heywood Police (03) 55271614
Portland Police (03) 55231999
Hamilton Police (03) 55721999
Warrnambool Police (03) 55601333

Office of the Registrar of Indigenous Corporations (ORIC) 1800 622 431
The Ombudsman Victoria (03) 9613 6222 or 1800 806 314 (toll free)

Centrelink

Parents & Guardians 13 61 50
Family Assistance Office 13 24 90

Australian Health Practitioner Regulation Agency 1300 419 495

Care Ring (Crisis line 4 hours, 7 days/week) 9329 0300

Centre Against Sexual Assault (all hours) 1800 806 292

Centre for Excellence in Child & Family Welfare 9614 1577

Foster Care Hotline (24 hours) 1800 013 088

CREATE Foundation 1800 655 105

Direct Line (24 hour drug & alcohol services) 1800 888 236

Family Drug & Alcohol Helpline 1300 660 068

Foster Care Association of Victoria 9489 9770

Kids Help Line 1800 551 800

Legal Aid 1800 677 402

Lifeline 131 114

Parent Line 132 289

Poisons Information 13 11 26

Nurse on Call 1300 606 024

Our Staff Will;

Make a Positive Impression

- Be tidy and professional looking.
- Follow dress code and wear 'their' / or 'an' identification badge at all times.
- Greet clients and co-workers with a smile.
- Offer to assist clients and visitors who appears to be lost or in need of help and offer to escort them to their destinations.

Respect and Caring

- Make sure that client information is kept confidential.
- Never discuss clients and their care in public areas.
- Listen to clients and visitors with empathy; be courteous and do not use jargon.
- Keep noise to a minimum; never "talk over" a client.
- Treat other employees as professionals deserving courtesy, honesty and respect.
- Welcome new employees.
- Knock before entering a client's or manager's room.

Innovation

- Apologize for poor service, and fix what is in their control.
- Identify ways to solve problems.
- Offer suggestions.
- Follow up and follow through to get problems resolved.
- Take a personal interest in meeting the needs of the clients.

Dedication

- Take pride in Winda-Mara as if you own it.
- Accept the responsibilities of your job.
- Support your co-workers. Do not chastise or embarrass fellow employees.
- Participate in staff meetings and Winda Mara events.
- Be an ambassador for the Winda Mara.
- Adhere to policies and procedures of Winda Mara.
- Arrive to work on time.
- Do the right thing.
- Pick up litter and dispose of it properly.
- Use protective clothing, gear and procedures when necessary.
- Practice safety and infection control procedures, in particular hand washing.

Exceptional Service

- Our job is to serve our clients and provide high quality service with care and courtesy.
- Treat clients as if they are your most beloved relative.
- Anticipate and exceed all client expectations - "Go The Extra Mile."
- Demonstrate enthusiasm and a high degree of professionalism while performing your job.
- Make a difference.
- Consider the safety and wellbeing of clients and co-workers in all actions.

Winda-Mara Contact Details

Winda-Mara Aboriginal Corporation

Heywood

**21 Scott Street,
Heywood. Victoria. 3304.**

Phone. (03) 5527 0000

Facsimile. (03) 5527 0009

Email: WMAC@windamara.com

Website: www.windamara.com

Hamilton

**18 Kenna Avenue,
Hamilton. Victoria. 3300.**

Phone. (03) 5572 5715

Facsimile (03) 5572 1713

Email: WMAC@windamara.com