

## Community Services Charter

### ABOUT US

Waminda is proudly an Aboriginal Community Controlled Health Organisation, we offer culturally safe and holistic services, providing women and their Aboriginal families an opportunity to belong and receive quality health and well-being support. Our key focus is to provide tailored strength-based care. Waminda has been operating in the Shoalhaven for nearly 40 years.

We provide a range of programs and services including clinical care, case management, family support, outreach programs, cultural groups, wellbeing services, allied health services (including exercise and nutritional specialists) and much more. For information about all of the programs and services we offer please refer to our website ([www.waminda.org.au](http://www.waminda.org.au)).

### OUR VISION AND PURPOSE

Our vision is for Aboriginal women and (their) families to be leading and living self-determined futures.

Our purpose is to ensure women and their Aboriginal families in the area have a voice, are respected and treated with dignity at all times and are able to access culturally competent and holistic health care services.

### OUR VALUES

Our values speak to who we are and how we aim our services and programs to be provided to you. "

Culture	Respect	Boldness	Accountability	Collaboration
Grounded in cultural practise, Aboriginal ways of knowing, being and doing, privileging Aboriginal voices;	We respect Elders as leaders and knowledge holders and all those we work with and for	We create cultural spaces and disrupt systems of oppression and racism with courage	We are accountable and transparent to our communities and families	We work together for community cohesion and wellbeing in the spirit of lateral kindness

### OUR COMMITMENT TO YOU

We pledge to treat you with respect and dignity at all times, to uphold your rights, and work from a Strengths-based Approach to promote and foster your self-empowerment.

We ascertain that you know what is best for you and your family, and then help you to identify the necessary steps to achieve your goals.

### WE WILL WALK WITH YOU ON YOUR JOURNEY

We will work side by side with you to ensure you are:

- Given the information required for you to make informed choices,
- Supported to have your say and ensure your voice and opinions are heard,
- Provided with care and support that is best suited to your needs,
- Accessing the highest quality of culturally appropriate care,
- Being seen by workers who respect your privacy and confidentiality,
- Supported to provide feedback, whether good or bad.

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### PRIVACY AND CONFIDENTIALITY (OF YOU AND YOUR INFORMATION)

Waminda collects information about you and your health so we can provide you with the best and most appropriate care and support. Please be assured that your privacy and confidentiality is important to us. Waminda complies with state and commonwealth privacy laws and abides by the Australian Privacy Principles. Your personal health information is kept confidential and secure and is accessed by authorised workers only.

Waminda follows strict policies on the storage of your information and your information will only be shared with other organisations with your permission, for the benefit of your health and wellbeing.

Waminda workers comply with a strict Code of Conduct which forbids workers to use information they have obtained during the course of their work (at Waminda) for personal benefit or to take advantage of another person. For more information please ask for a copy of our Privacy Statement.

Waminda workers must comply with all Waminda policies and procedures including those that refer to maintaining the privacy of client information and those that prohibit the use of lateral violence towards others via gossiping about community, clients, colleagues or other Waminda stakeholders. If at any time, you feel that your confidentiality has been breached you are encouraged to speak to an Executive Manager or submit a Complaint in writing (see below).

### HOW YOU CAN HELP US

- Provide us with complete and accurate information about you and your situation,
- Tell us if your situation changes, e.g. changed phone number or address,
- Tell us as soon as you are aware that you cannot keep an appointment or commitment with us,
- Act respectfully towards other people using the service, and towards our workers and guests,
- Always behave in a safe, non-violent, non-aggressive manner when at Waminda or with our workers,
- Provide us with feedback (we love getting feedback) and constructive ideas about how we provide you with a better service.

### GIVING US FEEDBACK OR MAKING A COMPLAINT

We value your feedback regarding your experiences with Waminda's services, whether they are positive reflections about our programs or suggestions on how we can improve them. We value your ideas, thoughts and recommendations and use them to help us shape and design the services we offer at Waminda.

If you are not happy with any part of a service you have received or believe you have not been treated reasonably and fairly by either Waminda or someone delivering services on our behalf, you may advise us by following the steps below.

- Talking directly to a staff member or Manager,
- Asking to speak to an Executive Manager or Quality officer,
- Filling out a Feedback or Complaint form.

You can ask Reception (or any staff member) for a copy of a Feedback or Complaint form, you can request assistance to complete the form, you can even fill it out anonymously if you wish. Forms can be returned to Reception or sent via mail to Executive Management, 122 Kinghorne St, Nowra, 2541 or emailed to [administration@waminda.org.au](mailto:administration@waminda.org.au) T

The Complaint form outlines how Waminda will manage your complaint and who you can contact if you are not happy with the outcome.

### WE HOPE YOU ENJOY YOUR JOURNEY WITH US