

Our commitment to consumers and carers.

The **consumer handbook** tells you about your rights and responsibilities when using Uniting services. Such as:



Your rights

You have the right to be treated with dignity and respect no matter who you are. In return, our staff must also be treated well.



Keeping you safe

Uniting works hard to keep people we work with safe from harm and protected from abuse while using our services, this includes children and young people.

We investigate and we act when things have gone wrong.



Your privacy

We keep your information private. We do not share information about you and your family without asking you unless the law tells us to.



Your feedback

We welcome and value all compliments, suggestions, or complaints. It helps us improve our services and how we work with you.

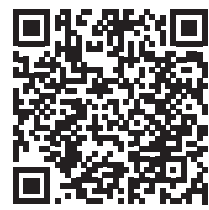
Ask a family member, friend, or an independent advocacy/complaint service to help provide feedback or make a complaint.



Partnering with us

We are interested in partnering with you at Uniting. Consumer partners play an important role at Uniting. Please get in touch if you are interested in working with us to design or improve how we do things.

For more information get the full copy of our handbook on our website or ask your Uniting contact to print you a copy.



Scan to view handbook



Get in touch
03 9192 8100

Visit
unitingvictas.org.au/feedback/your-rights-and-responsibilities

Uniting