



Wesley  
Mission  
VICTORIA

# Wesley Mission Victoria

Client Handbook

Hope Compassion Justice



Part of the Uniting Church in Australia and a member of the UnitingCare network

# Wesley Mission Victoria

Life outcomes are improved when we live in a more just and inclusive society, where people have access to quality care and support. Wesley Mission Victoria helps empower people to improve their lives. With our community based services and supports, clients can enhance their quality of life and increase their social and economic participation. We also speak out and influence the broader issues in our society that contribute to the challenges or inequity clients face.

## Our Vision

A community where all people can participate with dignity and hope.

## Our Purpose

We support people experiencing disadvantage and vulnerability to improve their life outcomes. We advocate for a more just society.

## Our Values

**Hope:** is the promise of a better future for every person in a fairer world.

**Compassion:** is seeking to understand the experience of others, standing alongside and being moved to respond.

**Justice:** is the right of all people to be treated with respect and fairness in an equitable society.



# Our Services

## Disability Services

Wesley Disability Services support people with physical, intellectual and neurological disabilities. We offer day activities, overnight and camp activities, residential services, respite options and planning.

## Children, Youth and Family Services

All children and young people are entitled to the best possible start in life with the opportunity for physical, emotional, psychological, and educational development. We provide a range of services to children and young people who, as a result of experiencing neglect and abuse, can not currently live with their families.

## Wesley Employment Services

Working closely with a range of local employers, we help job seekers find and maintain paid work. We also provide specialist employment services for people with disability.



## Crisis and Homelessness Services

Wesley provides Crisis and Homelessness Services to people who are experiencing or at risk of becoming homeless through assistance with housing options, material aid and social support. Wesley also provides support for young people who are experiencing or are at risk of homelessness and/or domestic violence. Lifeline Melbourne, a program of Wesley Mission Victoria, is a 24-hour telephone crisis service available every day of the year to anyone, any time and from anywhere in Australia for just the cost of a local call.

## Social Enterprises

Wesley operates a number of social enterprises (businesses that trade for a social purpose) which offer ongoing supported employment and pathways to people who face disadvantage getting into mainstream employment.

## Aged Care and Support Services

Wesley supports older people to choose how they want to live their lives. We offer a range of respite care and day group activities. We also support people to remain in their own homes.

Since 1893, Wesley has been supporting people in need by developing a wide range of quality programs and services.

# Your Rights and Responsibilities

**Ensuring that you understand your rights and responsibilities as a client of Wesley Mission Victoria is central to our commitment of providing quality services.**

## Your Rights:

Wesley clients and prospective clients have the right to:

- Be treated with respect and dignity and without any discrimination on account of cultural background, race, religion, age, disability, gender, sexual preference, gender reassignment, income, belief and economic or veteran status.
- Be provided with a service in a safe and secure environment free from abuse and neglect.
- Be given information on their Rights and Responsibilities in accessible language and format.
- Have their privacy and confidentiality respected and protected.
- Have access to their personal information which is held by Wesley.
- Be informed, consulted and encouraged to take an active role in decisions made about them.
- Have your complaints dealt with fairly and objectively.
- Make complaints without fear of retribution.
- Give feedback on ways in which they believe Wesley and it's programs and services can be improved.
- Access a support person or advocate.
- Choose not to use our services.



## Your Responsibilities:

Wesley clients have the responsibility to:

- Attend scheduled appointments.
  - Treat other clients and staff with dignity and respect and behave in a non-violent, non-threatening manner.
  - Participate in any activities in accordance with the policies, rules and guidelines of the service
  - Work towards the achievement of any plans and goals they have agreed to.
- Not to be under the influence of alcohol and/or drugs while attending appointments and/or engaging in interactions with Wesley.
  - Not bring any illegal items or substances onto Wesley premises.
  - Have regard for their personal safety and that of others and in an emergency, follow reasonable clear directives from Wesley staff.

## A child-safe Wesley

We are committed to providing an environment that keeps children safe from harm and abuse. Every child and young person is valued and will be treated with respect as we work together to support their wellbeing and realise their potential.



# Protecting Your Privacy

Personal information is only used for the purpose/s of: providing services, meeting our statutory and funding requirements and any other purposes required or authorised by law.

There are some exceptions to the statutory privacy protection to disclose confidential information. If a breach of confidentiality is required to carry out a function under an Act, or the giving out of the information is authorised or required by an Act, then it is permissible for Wesley to give out information.

Information you provide to us and which does NOT identify you may also be used for: data capture for fundraising, service evaluation, planning, and development and research, education and advocacy.

Wesley will not seek nor provide personal information about you to any other party without your consent. A consent form will be provided to you which details information that will be exchanged.

## **Access to and correction of your personal information**

You have the right to request:

- to view personal information held about you by Wesley;
- that corrections be made to any information held about you which you believe is inaccurate or out of date;
- a copy of your file.

If you request to view your personal information, Wesley will wherever possible, provide you with access to your personal file. However, in some situations this may not be appropriate, for example, if providing access to information compromises the privacy of another person.

If Wesley declines your request to view your personal information you can:

- put forward a written complaint to the Privacy Officer, or
- make an application to view your information under the Freedom of Information (FOI) Act.  
Visit [foi.vic.gov.au](http://foi.vic.gov.au)

Wesley endorses fair information handling practices and uses information in compliance with the Privacy and Data Protection Act 2014 and any other relevant legislation.





# Compliments and Suggestions

**Wesley is committed to providing quality services and recognises that your feedback provides invaluable information which assists us to improve services.**

Feedback includes both compliments and suggestions for changes and improvements to services we provide.

You may provide feedback in the following ways:

- speaking to your case worker, support worker or program manager;
- completing the 'Have Your Say' form and putting it in the 'Suggestion Box' located in the reception areas at all Wesley services;
- completing 'Have Your Say' form and posting it to: Head of Planning, Quality and Risk, Wesley Mission Victoria, Locked Bag 8 A/Beckett Street PO, Melbourne VIC 8006;
- completing the online feedback form at [wesley.org.au](http://wesley.org.au).

Your support worker can assist you to complete the 'Have Your Say' form if needed.

## ***Compliments***

Compliments will be forwarded to appropriate staff and management to ensure that we continue to provide quality services.

## ***Suggestions***

When you make a suggestion you can expect that we will at all times:

- acknowledge your suggestion;
- consider your suggestion and if appropriate make changes to our service;
- provide you with the outcome of the decision made regarding the suggestion.

Wesley is constantly striving to provide the highest standard of support and services. Your feedback helps us enhance the services we offer.

# Complaints

## All complaints are investigated objectively and followed up appropriately.

You can make a complaint or privacy complaint in the following ways:

- speaking to your case worker, support worker or program manager;
- completing the 'Have Your Say' form and putting it in the 'Suggestion Box' located in the reception areas at all Wesley services;
- completing the 'Have Your Say' form and posting it to: Head of Planning, Quality and Risk, Wesley Mission Victoria, Locked Bag 8 A'Beckett Street PO, Melbourne VIC 8006.
- phoning the Head of Planning, Quality and Risk to make a verbal complaint, on 9662 2355 during business hours.
- email: [feedback@wesley.org.au](mailto:feedback@wesley.org.au)

When you make a complaint you can expect that we will at all times:

- acknowledge your complaint;
- investigate the issues you raised and keep you informed throughout the process;

- act with fairness and objectivity;
- manage the complaint with professionalism and courtesy;
- provide you with a response on completion of our investigation.

### ***If you are unhappy with the outcome of the complaint you made you can:***

- contact the General Manager Services on 9662 2355 and request that your complaint be reviewed.
- make a complaint to an appropriate external advocacy / complaints body.

If you are unhappy with a service that Wesley provides, you can make a complaint. You will not be penalised or denied a service as a result of your complaint.

## Advocacy and complaints services

**You can ask a family member, friend, significant other or an independent advocacy/complaint body to assist you in putting forward your views to Wesley.**

**Independent advocacy agencies play an important role in ensuring the rights and interests of clients are respected and safeguarded.**

### Disability Services

Disability Services Commissioner

Level 30, 570 Bourke Street,  
Melbourne, Vic, 3000

T: 1800 677 342

E: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

### Children, Youth and Family Services

Department of Human Services

Complaints, Integrity and Privacy Unit (CIPU)  
GPO Box 4047 Melbourne, VIC 3001

T: 1300 884 706

E: [complaints.reception@dhs.vic.gov.au](mailto:complaints.reception@dhs.vic.gov.au)

Commission for Children and Young People

T: 1300 782 978

E: [childsafes@ccyp.vic.gov.au](mailto:childsafes@ccyp.vic.gov.au)

### Employment Services

Complaints Resolution and Referral  
Service of Employment Complaints  
Management Officer

T: 1800 880 052

TTY: 1800 301 130

The National Relay Service Call:

T: 1800 555 677

Fax: (02) 9318 1372

Telephone Interpreter Service:

T: 13 14 50

### Home and Community Care / Aged Care

Home and Community Care (HACC) Program

Department of Health and Human Services

T: 1300 884 706

E: [complaints@health.vic.gov.au](mailto:complaints@health.vic.gov.au)

Commonwealth Home Support  
Programme (CHSP)

Department of Social Services

E: [DSSfeedback@dss.gov.au](mailto:DSSfeedback@dss.gov.au)

### Aged Care (IBC)

Aged Care Complaints Scheme

Department of Social Services

GPO Box 9820 Melbourne, VIC 3000

T: 1800 550 552

### Homelessness Services

Homelessness Advocacy Services

34 Brunswick Street, Fitzroy, 3065

T: 1800 066 256 or

(03) 9419 8529 please ask for (HAS)

E: [has@chp.org.au](mailto:has@chp.org.au)

### General

Health Services Commissioner

Complaints and Information

T: 1300 582 113

E: [hsc@dhhs.vic.gov.au](mailto:hsc@dhhs.vic.gov.au)



**Wesley**  
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**Contact us**

Central Office  
Level 8, 505 Little Collins Street  
Melbourne VIC 3000

T: 9662 2355

E: [admin@wesley.org.au](mailto:admin@wesley.org.au)

[wesley.org.au](http://wesley.org.au)