

Your Rights Include:

- To be given clear explanations of our service and how we work
- To request a specific service eg: an interpreter
- To request files under the privacy Act
- That your confidentiality & privacy will be respected and be clearly explained to you
- To be able to ask for details on the qualifications or experience of your counsellor
- That your sexuality, gender identity, cultural and ethnic background and beliefs be respected
- To be able to ask questions and make your own decisions about any aspects of counselling or the service
- To make a complaint: (see Complaints Section)

UnitingCare Wesley Adelaide Family Services include:

- Bfriend
- Childhood Sexual Abuse Counselling
- Communities For Children
- Domestic Violence Helpline
- Family and Relationship Counselling
- LifeLine Adelaide
- SideStreet Counselling Service

UnitingCare Wesley Adelaide Inc

Family Services

First Floor, 10 Pitt Street

Adelaide SA 5000

Phone: (08) 8202 5190

Fax: (08) 8202 5807



Feedback, Complaints & Clients's Rights



A service of UnitingCare Wesley Adelaide Inc.

Family Services

Child Safe Organisation

UnitingCare Wesley Adelaide is an organisation that is committed to ensuring the safety and well-being of children and young people.

We support the rights of children to live in a safe environment, free from harassment and danger. We will act without hesitation to ensure a child safe environment is maintained at all times.

Feedback and Complaints

At Family Services, your opinions, experiences and perceptions of our service are valued.

We would like to know if you have any feedback, complaints or concerns about the service or our work.

You are invited to give us feedback through our suggestion boxes or evaluation forms.

Making a Complaint

It can sometimes be difficult to make a complaint, but if you are unhappy or concerned about the service you have received, we believe it is important for us to know this.

If you do make a complaint it will not affect your right to use the service or the quality of the service you receive in the future.

If you wish to make a complaint or pass on any concern or comments, you can write or talk to your Counsellor or the Team Leader. Alternatively, you can contact the Manager of Family Services on 8202 5190.

Other Options around Making a Complaint

If you do not feel comfortable about making a complaint directly to us, or if you are unhappy about the manner in which your complaint was handled, you also have the right to talk to or make a complaint to another organisation.

Such organisations might be:

- The State Ombudsman:
(08) 8226 8699
- Anti-Discrimination Board:
(08) 8207 1977
- Legal Services Commission:
(08) 8205 0155
- Aboriginal Legal Rights Movement:
(08) 8211 8824
- The Police:
131 444
- The Office of the Health and Community Services Complaint Commissioner:
(08) 8226 8666.