



Our Service Commitment

Chrysalis Support Services Incorporated (CSSI) strives to provide excellent, respectful and caring services, which facilitate healing and encourage all persons to develop to their fullest potential.

- All Chrysalis Support Services Inc. (CSSI) are provided in a safe manner which respects the dignity and independence of the client, which is also responsive to clients' social, cultural and physical need. Information provided regarding the services is given to them in appropriate written and spoken language and a clients' right to privacy and confidentiality which must be protected.
- A clients' access to services provided by CSSI are decided on the basis of need and the capacity of the service to meet that need. Clients also have the right to refuse a service and refusal this will not prejudice future access to services. Clients are to be involved in discussions and their views are taken into consideration when regarding their assessment and support plan.

Our Offices and Services:

- CSSI shall do everything to make our offices and services welcoming, safe and accessible.
- CSSI shall respond to any concerns you have about our offices, services or your safety.

This document tells you what you can expect from our staff and it also tells you what you can do to help us give you the best service we can.

What you can expect from us:

- We will make it easy for you to contact us.
- Tell you about your rights and responsibilities.
- Arrange for an interpreter or other language services, if you need this.
- Do the things we say we will do, like getting back to you when we say we will.
- Tell you if you are not eligible for a service or if there is a waiting list.
- Provide you with advice on other support that may be available.
- Tell you how you can provide feedback or make a complaint.

As a client you have a right to:

- Be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.

- To expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
- Be provided with a safe environment.
- Choose to use or not use our services.
- A prompt service. Our goal is to provide the best possible service. If a session time needs to be changed every attempt will be made to contact you before the session time.
- Have the complete attention of your counsellor and avoid interruptions during a session
- Receive accurate and relevant information in a timely manner
- Request a transfer to another staff member
- Make a complaint about the service from CSSI and expect that this complaint will be investigated appropriately and in confidence
- Read your records will an organisational representative in attendance

Requests from clients to access files containing their own personal information should be referred to the CEO, who will ensure that assistance is provided for the client to access information on their file. Applications granted under Freedom of Information may take up to 30 days

Your responsibilities as a client:

- Be respectful and courteous of others, including CSSI staff, volunteers and other clients.
- Be respectful of CSSI property.
- Provide CSSI with complete and accurate information about yourself in order to receive the best care.
- Tell us if your situation or things in your life change or might be about to change.
- Attend the service in a fit state (not under the influence of drugs or alcohol).
- Participate in the service to maximise your benefits (turn off mobile phones and pagers).
- Following through with tasks you have agreed to do in the support plan.
- Maintain confidentiality regarding information about other clients or participants in groups or programs conducted by CSSI.
- Keep your scheduled appointment time. If you need to cancel an appointment, where possible please contact the office 24 hours prior to the appointment.
- Give us honest feedback about our services.

Continuous Improvement

CSSI welcome feedback regarding services provided, as it helps us to understand your experience and to better meet your needs. CSSI also know that you may want to express specific concerns with regards to the service received. You can provide feedback or make a complaint in a number of ways:

- Contact our office on 9938 0750 and your call will be referred to the most appropriate person available.
- In writing – via email, letter or on Continuous Improvement form (COR-FRM-011) available in our office, Chrysalis House Women’s Refuge.
 - Email: info@chrysalis.org.au – web site: www.chrysalis.org.au
- Online using our Continuous Improvement form (COR-FRM-011).

Making a complaint:

We want to resolve complaints openly, honestly and quickly. If you want to make a complaint you should talk to your counsellor, support worker, case manager or advocate in the first instance. They will tell you what you need to do and how your complaint will be managed and when to expect a response.

We will respond to your complaint within 14 days.

If the client is not satisfied with CSSI response they can ask for the CSSI Board to review their complaint.

If the matter is still unresolved, the matter may be referred to the referred to the appropriate departments, where the complaint will be managed in accordance with Departments policies and procedures.

Alternatively the client may wish to contact an independent advocacy agency.

- Advocare Inc. on (08) 9479 7566 or country FreecallTM 1800 655 566.
- People with Disabilities (WA) Inc. on (08) 9485 8900 or country FreecallTM 1800 193 331.
- Health Consumers Council WA on (08) 9221 3422 or country FreecallTM 1800 620 780.
- State Ombudsman.

Interpreter service:

A 24 hour telephone interpreter service is available by calling 131 450 from within Australia.

For WA clients you can also call - +61 3 9203 4038 from overseas

REFERENCE AND RELATED DOCUMENTS

Continuous Improvement form COR-FRM-011