

Complaints & Compliments

We are always happy to receive your feedback &/or complaint/concern as this helps us to improve our service.

This can be done in a number of ways:

- In person
- By telephone
- In writing
- Via email
- Via our suggestion box (front desk)
- Using the WASUA Consumer Complaints Procedure

If you wish to receive a personal response, you will be required to provide your name and contact details.

This is your service and we strive to make it the best we can!

Opening Hours

WASUA-Perth NSEP
**Monday-Wednesday 10am
-5pm**
**Thursday & Friday 10am-
8 pm**
**Saturday & Sunday 11 am
-4 pm**

**Suite 22/7 Aberdeen
Street
West Perth**

**Tel: (08) 9325 8387
Fax: (08) 9325 6152**

WASUA-Bunbury NSEP
**Monday - Friday
10am - 3pm**



Consumer Rights & Responsibilities

**Yes you DO have
rights.**

**What you should expect
from WASUA and what
we expect from you as a
consumer.**

**W.A. SUBSTANCE
USERS' ASSOCIATION
Ph: (08) 9325 8387**

WASUA Client Rights

Access

I have the right to access services to address my healthcare needs.

I have the right to social, cultural and physically appropriate services.

I have the right to be provided with 2 syringes if I do not have any funds or equipment to exchange.

Safety

I have the right to safe and professional healthcare.

I receive safe and high quality health services provided with professional care, skill and competence.

Respect

I have the right to be treated with dignity, respect and in a non-discriminatory manner.

I receive care that is respectful to me and my culture, beliefs, values and personal characteristics.

Communication

I have a right to be informed about services, treatment, options and any costs in a clear and open way.

I will receive appropriate communication about my health care in a way that I can understand.

I have the right to ask questions about services and time to understand the information provided.

Participation

I have the right to be included and involved in the decision making and planning process of services provided to me.

I am able to give or withhold informed consent to any service provision at any time.

I have the right to a second opinion.

I have the right to leave at any time.

Privacy

I have the right to Privacy and Confidentiality as per the Privacy Amendment (Private Sector) Act 2000 of the Privacy Act (1988)

I have a right to privacy and confidentiality of my personal information.

My personal privacy is maintained and proper handling of my personal health and other information is assured.

I have the right to be informed of information that may be shared with any person, including family, partners &/or other services.

Feedback and Complaints

I have the right to comment/complain about my care and to have my concerns addressed in an appropriate and prompt manner.

I can file a complaint without experiencing any adverse consequences.

I am able to seek legal advice if I feel that I have been treated in a manner that is against the law.

Responsibilities

These provide a guide for your role as a consumer to ensure that you receive a good quality service.

- To treat staff with care, consideration and dignity.
- To ask questions of the service in order to understand an issue or process.
- To answer questions and inform staff of relevant health issues as accurately as possible to enable best care.
- To keep appointments or inform staff if unable to do so.
- To conduct myself in such a way so as not to interfere with the wellbeing of other consumers of the service or members of the public in the local vicinity of the service.
- To respect our request not to use or deal in the vicinity of WASUA as doing so may put this service at risk of being closed down.