



***My Service:***

.....

.....

***My Worker:***

.....

.....

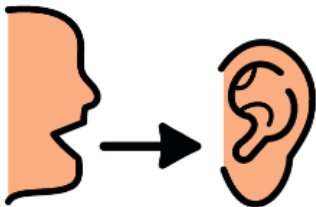
# We will:



Explain your rights and the things you need to do



Tell you about our services and what we do



Make sure what we say makes sense



Do what we say

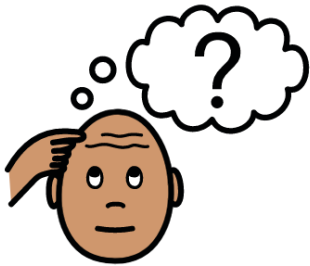
# We will:



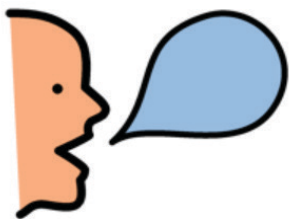
Give you a worker who can help you



Work with you



Help you to tell us what you think



Make it easy for you to talk to us

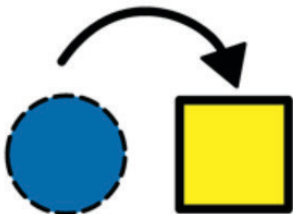
# We will:



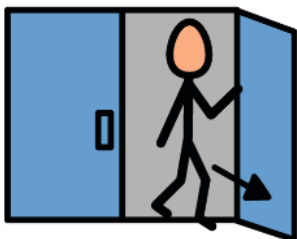
Tell you if you have to wait for us to help you



Tell you if there are fees



Tell you about changes to your service

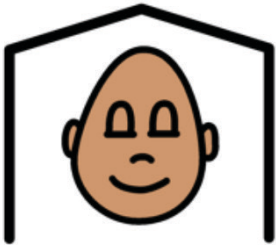


Send you somewhere else if we can't help

# What we care about:



Your Rights



The safety of you and our staff



Your ability to get to us



Your feelings

# What we care about:



Your choices

# *My Notes:*

.....

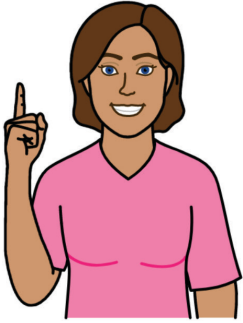
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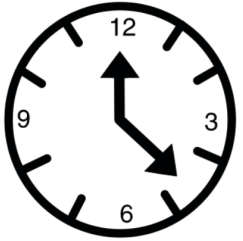
# *Your Responsibilities*

*How you need to  
work with us*

# You need to



Respect our right to feel safe

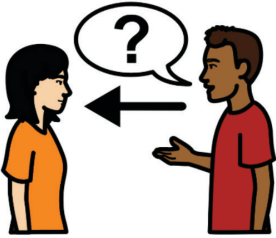


Arrive on time to meet your worker



Tell your worker if you cannot come to your meeting

# You need to tell your worker:



Things they need to know to help you



Any needs you have



If anything changes in your life

# Before your worker meets you

## You need to



Follow the steps your worker tells you



Tell your worker if you or anyone in your family is sick



We are located at a number of sites in Victoria  
and offer services Australia wide.

Contact us for more details:

Phone: 1300 946 337 | [windermere.org.au](http://windermere.org.au)



Windermere is committed to equity, inclusion and  
belonging for consumers and employees, by building  
diverse and inclusive services and work environments.

For more information: [www.windermere.org.au](http://www.windermere.org.au)