



Somewhere in Australia, there is a new call to Lifeline every minute.

## GET IN TOUCH

2-8 Fleming Street  
MORWELL VIC 3840

(03) 5136 3500  
reception@llg.org.au  
[www.llg.org.au](http://www.llg.org.au)



/LLGippsland



/lifeline\_gippsland



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RIGHTS &  
RESPONSIBILITIES

 **Lifeline**  
Gippsland

## Complaints & Feedback

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You have the right to provide feedback including complaints or compliments about the services you receive - you can speak to a staff member directly, via phone or provide feedback on the Lifeline Gippsland website:

**[www.llg.org.au](http://www.llg.org.au)**

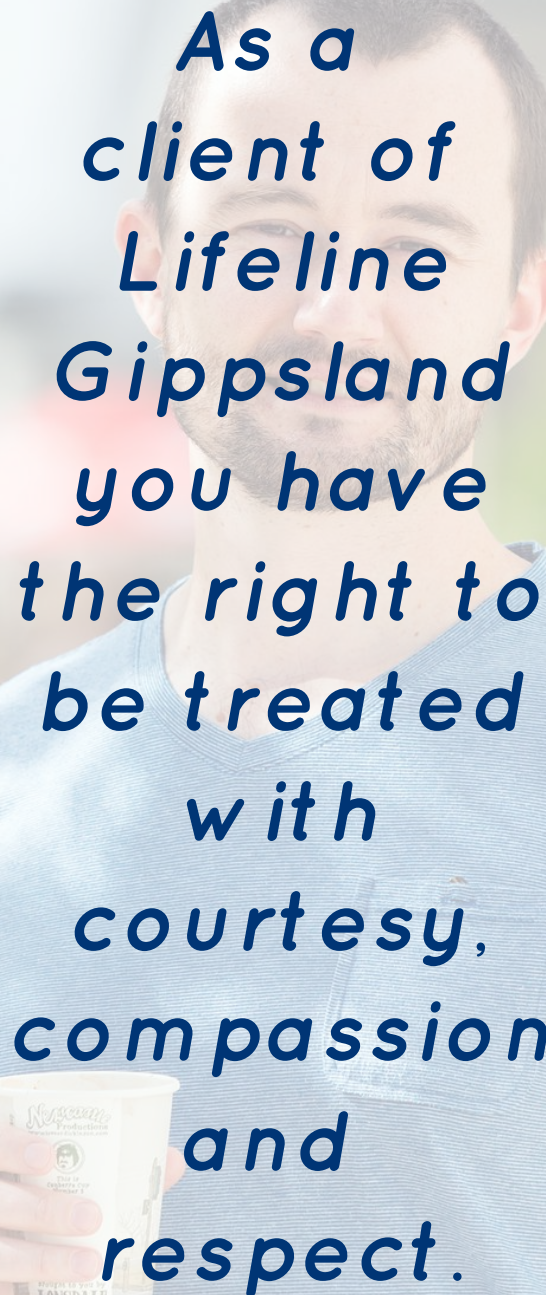
You have the right to have complaints dealt with fairly and confidentially and to have appropriate investigation into the issue, the outcome of which will be conveyed to you in a timely fashion.

## Informed Consent

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You have the right to be provided with program information that will enable you to make informed decisions, and to determine whether the program is the right choice for you

You will be supported to access an interpreter if you need one.



*As a  
client of  
Lifeline  
Gippsland  
you have  
the right to  
be treated  
with  
courtesy,  
compassion  
and  
respect.*

## Confidentiality

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Your personal information will not be released outside of Lifeline Gippsland, except in the following circumstances;

- Where you have provided consent
- If there is a danger to yourself or others
- If we are required by law

All personal and other information gathered and held for the purpose of service delivery. It is stored confidentially with no unauthorised access and will be made accessible to you on request.

## Responsibilities

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You have the responsibility to:

- Treat Lifeline Gippsland staff and volunteers with courtesy and respect
- Communicate openly and honestly
- Respect the privacy and confidentiality of others\*
- Ask questions if you are unsure about something

\*In accordance with the *Privacy Act 1988*