

WIRE is the only Victoria-wide free generalist information, support and referral service run by women and gender diverse people, for women and gender diverse people.

Call us:



1300 134 130

Weekdays 9am to 5pm

Extended hours, Monday to Thursday, 5-7pm (bookings only at wire.org.au)

Visit us:



Level 1, 673 Bourke St

Melbourne CBD, 3000

Weekdays 9.30am to 4.30pm



Contact us:

support@wire.org.au

Chat online, download resources

and book into events:

wire.org.au



(Chat weekdays only)



Stay up to date:

facebook.com/wirewomensinformation

instagram.com/wirevictoria



We acknowledge the First Nations people as the traditional custodians of the lands and waters throughout Australia. WIRE is a service for women, non-binary and genderdiverse people.



Service User Rights and Responsibilities



1300 134 130

We're here for you



Service User Rights & Responsibilities

It is important to be informed about your rights and feel empowered to voice concerns if they are not met. The Service User Rights & Responsibilities serves as a guide that outlines your rights and responsibilities when accessing WIREs services in accordance with The Charter of Human Rights and Responsibilities Victoria.

Rights

When accessing WIRE services, you have the right to:

- Be treated with dignity, respect, and courtesy.
- Receive a service free from discrimination, judgment, and exploitation.
- Have your privacy and confidentiality protected and respected.
- Be listened to and understood.
- Receive services in an environment free from abusive, threatening, and violent behaviour.
- Be provided services which promote and respect your freedom of expression and self-determination.
- You will receive a service that takes into account your cultural needs and your connection with your community is acknowledged.
- Be informed and participate in decision-making.
- Have your needs considered and be informed in a way that you understand.
- Refuse a service or referral provided by WIRE.
- Be supported by an advocate or person of your choice at any time.
- Exercise your rights without it affecting your access to or use of WIRE services.
- Have the right to make a complaint.

Responsibilities

When accessing WIRE services, you have the responsibility to:

- Treat other people with dignity, respect, and courtesy.
- Take responsibility in decision-making and the resulting outcomes

Responsibilities continued ...

- Respect other people's rights to privacy and confidentiality.
- Be respectful of other people's rights to a safe, secure, and comfortable environment.
- Follow WIRE policies, guidelines, and procedures.
- Notify WIRE if a previously booked service is no longer needed.
- Acknowledge and respect WIRE's right to decline or withdraw from a service.
- Provide feedback on the quality of services provided by WIRE.

Complaints Procedure

WIRE strives to provide high quality services to women and gender diverse people at all times, but from time-to-time people may not be happy with the service they have received. In these cases, WIRE understands that people may wish to make a complaint. All complaints will be treated with confidentiality unless confidentiality must be broken to enable WIRE to fulfil its OHS obligations to employees and/or provide safe service delivery to service users.

- WIRE will not discriminate against anyone for making a complaint.
- You can choose to be supported by an advocate or person of your choice at any time.
- If you would prefer, a person of your choice can make the complaint on your behalf.
- You can make a complaint by email, letter, phone or in person.
- WIRE will respond to your complaint within 10 working days.
- If WIRE is unable to respond in 10 working days, WIRE will notify and let you know the earliest possible date for a respond.
- You can make a complaint to a staff member, the service delivery coordinator or to the WIRE CEO.
- Any complaint will be handled in accordance with our Compliments and Complaints Policy.

Complaint Contact Information

In person or by letter:
Level 1, Donkey Wheel House (DWH) Building,
673 Bourke Street,
Melbourne, 3000

Service Delivery Coordinator
Email: sdcc@wire.org.au

If you wish to escalate the complaint directly to the CEO, you may do so at any time. To do this, you can state in your complaint you would like it escalated to the CEO, or you may contact the CEO directly by email.
Email: ceo@wire.org.au

Department of Families, Fairness, and Housing (DFFH)

As WIRE receives funding from the Department of Family, Fairness and Housing (DFFH), service users can make a complaint directly with DFFH. Information about making a complaint to DFFH can be found at this address
<https://www.dffh.vic.gov.au/making-complaint>

Victorian Equal Opportunity and Human Rights Commission

Phone: 1300 292 153
Email: enquiries@veohrc.vic.gov.au
Complaint e-form:
<https://www.humanrights.vic.gov.au/complaints/>

