

# WINDA-MARA ABORIGINAL CORPORATION

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## CLIENT INFORMATION BOOKLET

v2. 25 Sept 2018

**A guide to what you need to know when you are using Winda-Mara Aboriginal Corporation Services.**

*WMAC Client Information Booklet Approved 28-5-2012 v1.1*

*Amended consistent with Strategic Plan 5-2-2013 (Vision, Goals, Values)*

*Amended with additional Police Station Phone Numbers 25-2-2013. V1.2*

*Amended with additional information about making complaints against Australian Health Practitioners inc. GP's 6-8-2013 v1.3*

*Amended with additional information DHS Incidents and other information 31-3-2014 v1.4*

*Amended Client Medical Records Information, Organisation Chart, etc. 05-09-2017 v1.5*

*Amended Client Medical Records Information, Privacy, client Rights, aged care, etc. 25-09-2018 v2*

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## **Acknowledgement**

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We respectfully acknowledge the past and present traditional owners of the land on which we meet and work “The Gunditjmara” people.

Through our work at Winda Mara we will build on the past work of our ancestors and elders to create a better future for the Aboriginal, Torres Strait Islander and Gunditjmara people.

## **Our Vision**

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**“That Winda-Mara Aboriginal Corporation is recognised as a progressive leader and a catalyst for positive change enabling Aboriginal people in Victoria’s far south-west to lead fuller lives.”**

## **Winda-Mara has Eight (8) key goals.**

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In developing the key goals for the next 5 years it was critical for Winda-Mara to identify the current issues that are impacting on the aboriginal communities. Meetings held in both Hamilton and Heywood identified similar issues impacting on the community with a strong focus on education, employment, housing and health. The 8 key goals are:

**1. Affordable Housing**

Provide appropriate and affordable rental housing for Aboriginal people and encourage home ownership in the Aboriginal community

**2. Better Health**

Improve health outcomes for Aboriginal people

**3. Improved Education**

Improve education outcomes for Aboriginal people

**4. Create Employment**

Create employment and business opportunities for Aboriginal people

**5. Build Wellbeing**

Build the wellbeing of Aboriginal people by increasing individual skills and capacities and by continuing to assess programs delivered by government agencies which can benefit aboriginal people

**6. Strong Governance**

Provide high levels of good governance for the Winda-Mara Aboriginal Corporation while remaining an important part of Aboriginal life in far south-west Victoria

**7. Aboriginal Culture**

Protect, strengthen, revive and develop Aboriginal culture

**8. Manage Lands and Property**

Work with the Gunditj Mirring Traditional Owners Aboriginal Corporation to develop, govern & manage land assets and businesses

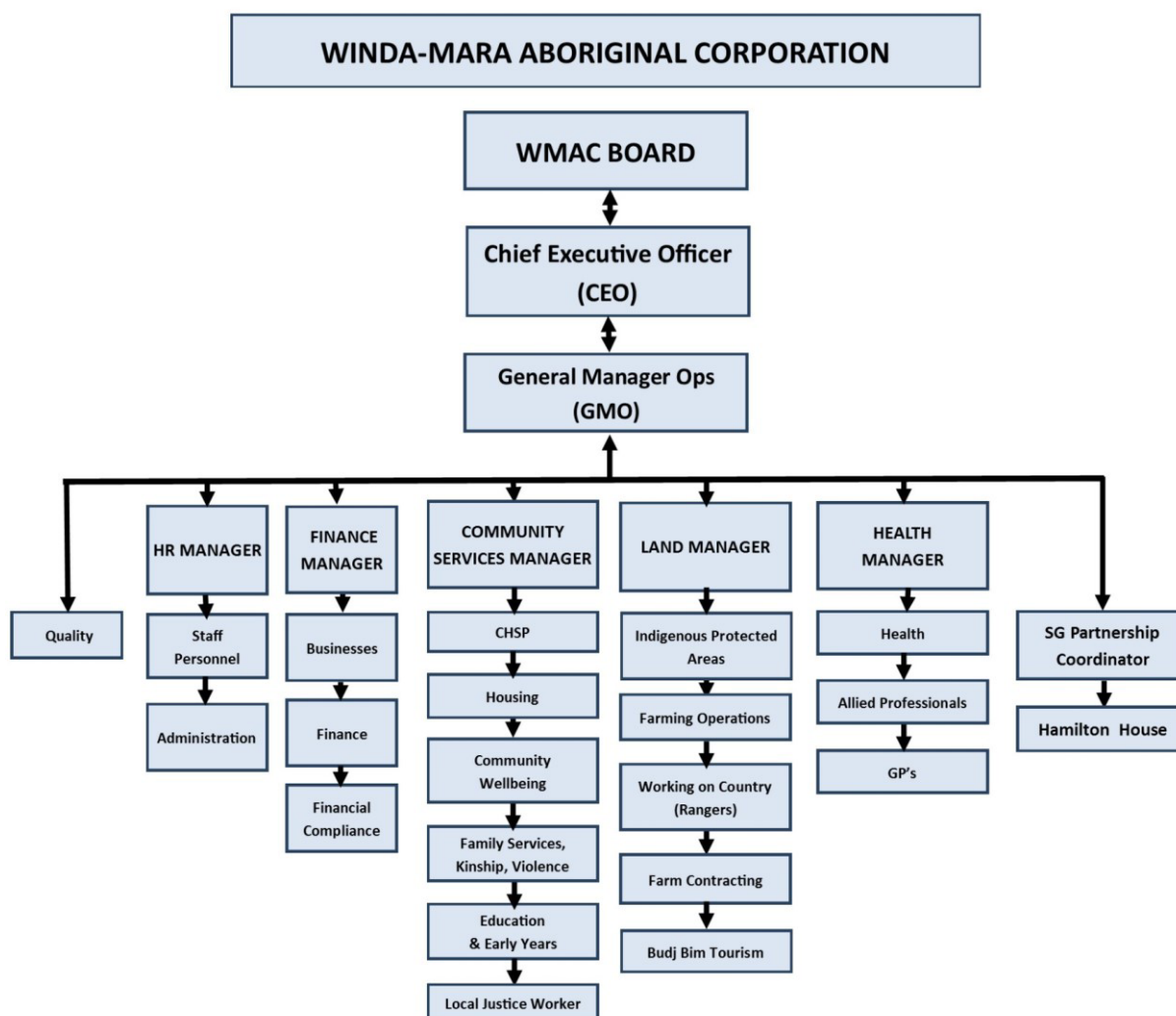
## **Our Values**

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<b>Social Justice</b>	promoting justice, equity, social equality and human rights
<b>Professionalism</b>	acting and practicing in a cultural, ethical, respectful, inclusive manner

- Empowerment** building, strengthening and empowering individual and community decision making.
- Responsiveness** responding in a timely, engaging, respectful and culturally appropriate manner
- Partnership** creating better client outcomes through developing strong partnerships.
- Accountable** responsible monitoring and reporting systems ensuring transparent and accountable service delivery.
- Effectiveness** effective “results orientated” services meeting the needs of the community.
- Respect** for those clients, work colleagues, community members and others that we meet and work with each day.

### Winda-Mara Corporate Structure



## **WMAC Services and Programs**

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Land Management Program	General Practitioner	Men's Program
Housing and Maintenance Program	Healthy Lifestyles Promotions	Women's Program
Aboriginal Health Workers	Chronic Health Nurse	Local Justice Worker
Social and Emotional Wellbeing Program	ATSIC Health Checks	Farm Contracting Services
Drug and Alcohol Program	Regional Eye and Ear Health	Indigenous Employment
Mental Health Program	Integrated Family Services	Youth Program
HACC PYP Program	Kinship Worker	Emergency Relief
Koori Preschool Assistance Program	Family Violence Support	Commonwealth Home
	Budj Bim Tours	Support Program (Elders Programs)

## **Client Rights and Responsibilities**

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All clients accessing Winda-Mara Aboriginal Corporation's (WMAC) services will be provided with a copy of the information booklet and informed of their Rights and Responsibilities as clients of Winda-Mara.

Staff will endeavour at all times to provide current, relevant and timely information to clients regarding existing services, to enable them to make informed choices from alternatives available. Information on Rights and Responsibilities will be provided to clients in a sensitive and culturally appropriate manner.

All staff accept that they have a duty of care to all clients and visitors to the Centre and that all staff, clients and visitors have a legal duty of care to each other. The Organisation will ensure that all staff employ safe work practices, that staff are aware of their duty of care, that adequate training is provided and they abide by the Winda-Mara Code of Conduct.

## **Your Rights as a Service User**

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As a person using Winda-Mara services, you have a number of rights, these include;

- The right to be treated in a professional, courteous, and caring manner that respects and appreciate differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status.
- The right to be informed, consulted and to give your views
- The right to be part of the decision making about your care, this includes the right to refuse care.
- The right to receive good quality of services
- The right to be transferred to another staff member, if requested by you (if available and appropriate)
- The right to privacy and confidentiality and to access all personal information kept about you by Winda-Mara
- The right to request that Winda-Mara employees who are your family, friends or peers do not access your personal medical records.
- The right to a private space for discussions and to receive the delivery of services
- The right to be assessed for access to services without discrimination
- The right to be informed about and access available services, and to be advised of other services that may be able to assist you.
- The right to choose from alternative services
- The right to have your comments valued and to make a confidential complaint if you are not happy with the services you receive.

- The right to appeal and request a review of decisions with which you don't agree
- The right to involve an advocate or other person of your choice to speak on your behalf
- For Home Care Services – There is a specific charter developed by the Commonwealth Government that describes a care recipient's rights and responsibilities. This is the “**Charter of Care Recipients Rights & Responsibilities – Home Care**” If applicable a copy of the charter will be provided or you can get a copy at [www.agedcare.health.gov.au](http://www.agedcare.health.gov.au)

## ***Your Responsibilities as a Service User***

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As a person receiving services from Winda-Mara your responsibilities include;

- the responsibility to conduct yourself in a manner which will not interfere with the wellbeing or rights of other clients and staff. This includes the responsibility to not act in a confrontational or aggressive manner. If you do not observe these, you will be asked to leave the premises.
- The responsibility to let staff know if you are unhappy about the way you are being treated.
- The responsibility to be actively involved in the decision making about yourself.
- The responsibility for the results or outcomes of any decisions that you make.
- The responsibility to answer any questions about your circumstances or health care honestly, including family history and any allergies you may have. (This includes any issues that may affect our ability to deliver quality services to you)
- To know your own medical history, including medications taken.
- To ask your health worker or other staff to explain if you do not understand the purpose of all tests, treatments and possible alternatives.
- To cooperate with the treatment and advice provided and agreed to by you.
- To tell your health worker or staff member if religious or cultural beliefs make it difficult for you to cooperate with the recommended treatment.
- To keep appointments, or advise those concerned if you are unable to do so.
- To provide feedback to Winda Mara as to the quality of service you receive, this allows us to improve our services.

## ***Right to Make a Complaint, Comment or Compliment***

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All service users have the right to make a complaint, make a comment or give a compliment about;

- The quality of the services that have been offered
- The type of services that have been offered
- The way the services are delivered
- How they have been treated

Service users also have the right to appeal or question a decision that they believe will make their life more difficult. For example if Winda-Mara refuses to provide you with a service.

## ***Using an Advocate***

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You have the right to complain or appeal a decision by working through an advocate. An advocate can be a trusted friend, family member or a person from a professional advocacy service. See the “Advocate Section” for more information.

## ***What to do if you wish to complain or appeal.***

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### ***Who should I see or speak to?***

You can see or speak to your Winda-Mara worker, another familiar Winda-Mara worker that you are happy to talk with, the program coordinator, the General Manager of Operations or the Chief Executive Officer.

The Winda-Mara Corporate structure is shown on page 3 of this document, it shows the managers and line of reporting accountability.

You can also complain anonymously which means that you do not have to give your name, if you wish. If you choose to do this it will not be possible for you to receive feedback on the result of your complaint.

### ***What should I ask for?***

Complaint, comment and compliment forms are available at the reception desk and in the kitchen area or you can ask a staff member for a form and for the Winda-Mara complaints policy and ask a worker to explain the process if you are unclear.

### ***Will they take me seriously?***

Every complaint, appeal, comment and compliment is taken seriously as we are keen for feedback that contributes to improving our services.

### ***Will I be punished for complaining?***

Winda-Mara sees complaints, appeals, comments and compliments as important in safeguarding services user's basic rights and at the same time improving service delivery. Therefore, we welcome service user's telling us their experience of our service and working with our staff and volunteers.

### ***How long will it take?***

The time it will take to resolve your complaint depends on the type and seriousness of the issue raised, but all efforts will be made to deal with the problem as quickly as possible. Appeals of decision already made will be considered within one week of the appeal being lodged and a final decision within two weeks.

### ***Complaints about a Registered Health Practitioner?***

If you would like to make a complaint about a Registered Health Practitioner or General Practitioner then you can do so by lodging the complaint with the Australian Health Practitioner Regulation Agency (AHPRA). Anyone, or any organisation, can make a notification to AHPRA, which receives it on behalf of a National Board. The person who has raised the concerns is called 'the notifier'.

Typically, notifications are made by patients or their families, other health practitioners, employers or representatives of statutory bodies.

Most notifications are made voluntarily by individuals with concerns about a registered health practitioner's health, conduct or performance.

The National Law provides protection from civil, criminal and administrative liability for people who make a notification in good faith.

You can ask Winda-Mara staff to assist you in making the complaint or notification or you can download the forms from the AHPRA website at; [www.ahpra.gov.au](http://www.ahpra.gov.au) or the direct webpage of:

<https://www.ahpra.gov.au/Notifications/Make-a-Notification.aspx>

You can Call AHPRA on: **1300 419 495**

### **Staff Safety**

Winda-Mara is required to ensure the safety of staff. Staff are required to undertake a home visit safety assessment on the phone with you prior to conducting a home visit. The phone risk assessment relies on you providing information about safety of visitors to your home – for instance do you have pets, will they be secure when visits occur etc.

On the first home visit a complete home visit risk assessment will be conducted to confirm the information provided by phone and observe for any hazards for staff.

Home risk assessments need to be reviewed annually, also, if anything changes in the home. circumstances – you should notify your service provider as soon as possible.

### **Withdrawal of Services**

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Winda-Mara reserves the right to withdraw home services to a client if:

- There is a history of violence that is not being managed
- There are any perpetrated acts of aggression – either physical or verbal on employees or others
- They live in an environment that is not safe for workers to attend home visits
- They cancel or are not at home for 4 or more of scheduled services in a 12 week period
- There is failure to secure pet/s that pose a risk of harm to workers

### **Travelling in Vehicles**

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As a passenger in a Winda-Mara vehicle

- You must wear your seatbelt & ensure children in your care wear safety restraints.
- You must behave appropriately and with respect to staff members
- You are not allowed to smoke in Winda-Mara vehicles.
- You are not allowed to consume alcohol or be under the influence of non-prescription drugs
- Drivers have the right to refuse transport if you do not follow these rules.

### **Right to an Advocate**

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As a service user of Winda-Mara you have the right to involve an advocate of your choice to represent you at any time.

#### **What is an Advocate?**

An advocate is someone you choose to speak on your behalf and express your views or provide you with independent support or be your witness or your record keeper.

An Advocate Can Be:

- A trusted family member.
- A trusted friend
- An agency whose role is to advise people about their rights and responsibilities when receiving services and to act on your behalf with other service providers.



Agencies like this are known as “Advocacy” agencies and people who act on their behalf are known as “Advocates”.

Winda-Mara respects the rights of all consumers to appoint an advocate of their choice or to use the services of professional advocates.

### **Role of an Advocate**

The role of an advocate will be discussed with you when you first access our services. However, you may engage an advocate at any stage while you are receiving services.

You will need to give your consent for an advocate to access your personal information on your behalf.

### **Advocacy Services**

**South West Advocacy**  
31 Princess Street  
Warrnambool VIC 3280  
Phone: (03) 5561 4584

**Office of the Public Advocate**  
5th Floor, 436 Lonsdale Street  
Melbourne VIC 3000  
Phone: (03) 9603 9529  
1800 136 829 (toll free)

**Dispute Settlement Centre of Victoria**  
Warrnambool Justice Centre  
218 Koroit Street  
Warrnambool VICV 3280  
Phone: (03) 5564 1008  
Fax: (03) 5564 1010

**Homeless Advocacy Services**  
Lower Group Floor Level  
34 Brunswick Street  
Fitzroy VIC 3065  
Phone: 1800 066 256 (toll free)

**National Aged Care Advocacy Line**  
1800 700 600

### **The Ombudsman Victoria**

Phone: (03) 9613 6222 or 1800 806 314 (toll free)

The involvement of the Ombudsman occurs when a complaint is lodged with an agency and the issue has not able to be resolved in the first instance between the agency and the client.

## ***Your Information – Its Private***

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### **What happens to information about you while you are a consumer of this service?**

#### ***What information do we collect about you?***

We need to be able to identify you so we collect your name and contact details. Other details such as medical history, care plans, and information about the type of service provided is recorded.

#### ***Why is this information required?***

The information we collect helps us to keep up to date details about your needs so we can provide quality care for you in the best possible way.

Every time you attend a Medical or Allied Health Service new information about you is recorded onto your medical record.

It is necessary for Winda-Mara to collect and keep this information to ensure that each health professional involved in your care has accurate information to assist in addressing your health care needs.

#### ***Who else sees your information?***

Your information can only be seen by the professionals in this service involved in your care. We also use this information to better manage and plan this service. We only release information about you if you agree or if we are required by law –such as in a medical emergency.

The information that Winda-Mara Health Services collect about you is stored securely and is only accessed by authorised staff.

All Winda-Mara staff are bound by the corporation's confidentiality policy, confidentiality agreement and Code of Conduct which are developed to provide ensures client / community member's confidentiality and privacy are maintained.

If you have concerns about your information being shared please notify your medical officer, health practice manager, GMO, CEO, health worker or Allied Health Professional.

***How long is your information kept?***

Information is retained according to standards set by the Public Records Act.

***What say –you have –in what happens to your information***

You have the right to access your health information under the Freedom of Information Act. All requests for access should be directed to Winda-Mara's General Manager of Operations or the CEO.

After reviewing your records you may request that amendments be noted to your records if any of the information appears to be incorrect to you.

We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

***Winda-Mara's Privacy Policy***

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Winda-Mara values the privacy of all clients and community members' individual personal information and is committed to protecting the confidentiality of your record and information that is held by the organisation. The privacy of your information is also protected by law. Your information is securely stored.

Winda-Mara's Privacy Policy identifies how Winda-Mara manages personal health information in accordance with the Information Privacy Act 2000, the information privacy principles, the Health Records Act 2001 and the Health Services Act 1988.

***Making a Request of No Access to Medical Records (R3) by a particular staff member or employee(s)***

Access Winda-Mara's electronic medical records filing system is strictly monitored & controlled.

Winda-Mara is able to monitor all persons who have accessed a particular persons medical files.

As Winda-Mara Aboriginal Corporation is an Aboriginal Community Controlled Health Organisation (ACCHO) drawing employees from the community, we understand that you may have friends, family members or peers who work in the health area of the Corporation. If you would not like these friends, family members or peers to have access to your health records, then you can request Winda-Mara to notify the staff member to not access your records. This notification is provided in writing and placed on an employee's file.

A Privacy Request is made to the Practice Manager on a R3 Form. The Practice Manager will consider your request and notify you of the outcome. If the request is approved the staff member(s) will be notified that they are not to access your medical records. If the request is not approved, then you are able to undertake the normal appeals process via the GMO or CEO.

## ***Health, Wellbeing & CHSP/HACC Service Fees***

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Winda-Mara's services are free to all eligible clients. (See flexible service donation note).

## ***My Aged Care Information***

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Assistance with what help is available to either continue living an active life independently or if you feel you need more help finding a supported environment where help is available 24 hours a day at [www.myagedcared.gov.au](http://www.myagedcared.gov.au) or via phone at: 1800 200 422. Monday-Friday 8am-8pm Saturday 10am 2pm

Assessment is required to access funded services – My aged care is the starting point to access Australian Government funded services. You will need to register with my aged care to be assessed for a Home Care package.

Winda-Mara Aboriginal Corporation is able to assist you in your assessments and dealing with the Department.

## ***Flexible Services Donation for Vehicle & Equipment Use***

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When Winda-Mara receives a request for some flexible services such as the borrowing of a vehicle or trailer or some other equipment a condition may be that a donation is made to the emergency relief fund of Winda-Mara. The donation amount will not exceed \$50.

Inability to be able to pay the donation to emergency relief will not prevent the service being offered to a client.

## ***Missed Appointments***

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Winda-Mara Aboriginal Corporation is concerned about its client's welfare. Please contact reception or your case worker if you are unable to attend an appointment.

If you make an appointment and do not attend or fail to notify Winda-Mara staff then the following actions will be taken.

- We will attempt to contact you on the day of the appointment to remind you & to arrange transport if required.
- If we are unable to contact you and we have concerns regarding your wellbeing we will
- The relevant staff member/volunteer will notify the coordinator of a consumer's absence.
- The coordinator will then attempt to contact the consumer. If the coordinator is unable to contact the consumer they will contact the carer/next of kin to determine the consumer's whereabouts.
- If they receive no response from the carer/next of kin they will contact a local medical officer to find out if the consumer has been hospitalised.
- If the coordinator still hasn't discovered the consumer's whereabouts the coordinator will contact the police and/or ambulance if required.

- After an emergency situation the coordinator will keep in contact with the consumer or next of kin until the consumer either returns to the group or is discharged from the group.

If you repeatedly fail to attend appointments at the allotted time, without notifying staff, Winda-Mara may refuse to take future bookings from you. This will be discussed with you to identify any circumstances affecting your attendance, prior to taking action.

## **Client Incident Reporting**

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If during the delivery of a Winda-Mara service, and to ensure quality of care – we are required to record & report all incidents that occur during service delivery that result in harm to a client (Harm may be physical, psychological or emotional).

The reporting process can be reviewed at [www.cims.vic.gov.au](http://www.cims.vic.gov.au)

We may also investigate a situation where potential harm may have occurred, this is undertaken to improve the quality of our services delivery.

The report includes a brief description of the incident, immediate actions that have been taken and planned follow-up actions.

## **Client Incident Categories**

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There are two categories of reportable incidents.

**Major Impact** is an incident that has resulted in a serious outcome, such as a client death or severe trauma, or a pattern of incidents related to one client Major Impact Client incident Management Reports are required to be reported within 24 hours to DHHS

**Non Major Impact** incidents that cause physical, emotional or psychological injury or suffering without resulting in a major impact. Impacts to the client that do not require significant changes to care requirements other than short term intervention –i.e. first aid or short term medical treatment.

Further advice on this can be found in the DHHS “Client incident management Summary Guide at [www.cims.vic.gov.au](http://www.cims.vic.gov.au)

### **Reportable Disclosures**

We are mandated by law to report any offence that relates to a child with regard physical, emotional or sexual abuse or immediate risk of under Child Safety Standards. Where a client discloses information on child abuse we are required by law to report this.

## **Handy Phone Numbers and Resources**

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### **Department of Human Resources (DHS)**

Geelong Office 5226 4540  
After Hours Child Protection 13 12 78

### **Hospitals**

Warrnambool 03 5563 1666  
Hamilton 03 5232 5100  
Portland 03 5521 0333

**Office of the Registrar of Indigenous Corporations (ORIC)** 1800 622 431

**The Ombudsman Victoria** (03) 9613 6222 or 1800 806 314 (toll free)

**Ambulance** 000

**Fire Brigade** 000

**Police** 000

Heywood Police 03 5527 1614

Portland Police 03 5523 1999

Hamilton Police 03 5572 1999

Warrnambool Police 03 5560 1333

## Centrelink

Parents & Guardians 13 61 50  
Family Assistance Office 13 24 90

**Australian Health Practitioner Regulation Agency** 1300 419 495

**Care Ring** (Crisis line 4 hours, 7 days/week) 9329 0300

**Centre Against Sexual Assault** (all hours) 1800 806 292

**Centre for Excellence in Child & Family Welfare** 9614 1577

**Foster Care Hotline** (24 hours) 1800 013 088

**CREATE Foundation** 1800 655 105

**Direct Line** (24 hour drug & alcohol services) 1800 888 236

**Family Drug & Alcohol Helpline** 1300 660 068

**Foster Care Association of Victoria** 9489 9770

**Kids Help Line** 1800 551 800

**Legal Aid** 1800 677 402

**Lifeline** 131 114

**Parent Line** 132 289

**Poisons Information** 13 11 26

**Nurse on Call** 1300 606 024

**My Aged Care**  
(Mon-Fri 8am-8pm. & Sat  
10am - 2pm) 1800 200 422

## Our Staff Will;

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### Respect and Caring

- Make a Positive Impression
- Make sure that client information is kept confidential.
- Never discuss clients and their care in public areas
- Listen to clients and visitors with empathy; be courteous and do not use jargon.
- Keep noise to a minimum; never "talk over" a client.
- Treat other employees as professionals deserving courtesy, honesty and respect.
- Welcome new employees.
- Knock before entering a client's or manager's room.

### Innovation

- Apologize for poor service, and fix what is in their control.
- Identify ways to solve problems.
- Offer suggestions.
- Follow up and follow through to get problems resolved.
- Take a personal interest in meeting the needs of the clients.

### Dedication

- Take pride in Winda-Mara as if you own it.
- Accept the responsibilities of your job.
- Support your co-workers. Do not chastise or embarrass fellow employees.
- Participate in staff meetings and Winda Mara events
- Be an ambassador for the Winda Mara.
- Adhere to policies and procedures of Winda Mara.
- Arrive to work on time.
- Do the right thing.
- Pick up litter and dispose of it properly.
- Use protective clothing, gear and procedures when necessary.
- Practice safety and infection control procedures, in particular hand washing.

### Exceptional Service

- Our job is to serve our clients and provide high quality service with care and courtesy.
- Treat clients as if they are your most beloved relative.

- Anticipate and exceed all client expectations - "Go the Extra Mile."
- Demonstrate enthusiasm and a high degree of professionalism while performing your job.
- Make a difference.
- Consider the safety and wellbeing of clients and co-workers in all actions.

## **Winda-Mara Contact Details**

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Website: [www.windamara.com.au](http://www.windamara.com.au)

### **Heywood**

21 Scott Street,  
Heywood VIC 3304

Phone: 03 5527 0000

Fax: 03 5527 0009

Email: [reception@windamara.com](mailto:reception@windamara.com)

### **Hamilton**

107 Thompson Street,  
Hamilton VIC 3300

Phone: 03 5527 0090

Fax: 03 5527 0088

Email: [reception@windamara.com](mailto:reception@windamara.com)