



19/ 3-5 Hutton Street, Dandenong,
VIC, 3175. M: 0490765618

Participant Information

WhatBox Creative aims to provide a service which encourages and supports a person's creativity in a social and psychologically safe environment. To ensure this it is important that you know what to expect from WhatBox Creative services and staff.

Your rights as a participant of WhatBox Creative

This information sheet outlines your rights as a client receiving services from WhatBox Creative.



You Have the Right to:

A high standard of service

- You can make a complaint or provide or provide feedback.

A Service which respects your culture and communication needs

- Access to interpreters. This information is found on the website or ask the staff member supporting you.
- Service provided in a culturally sensitive way.

Dignity and respect

- Consideration of your individual needs.
- Receive a service which is not discriminatory or judgmental.

Privacy and confidentiality

- Respect for your privacy and to have your personal information treated as confidential.
- Secure storage of your personal information.
- Compliance by WhatBox Creative with the requirements of privacy legislation.
- You have the right to consent to your information being provided to third parties. The privacy waiver declaration sheet provides full details for you.

A safe environment

- WhatBox Creative services provides an environment that is accessible, clean, safe and secure.
- At all times you will be treated with dignity and respect free from discrimination. You have the right to access an advocate this information can be accessed on the website.

The support of a person of your choice

- To have a support person of your choice attend when you are engaging with WhatBox Creative services.

COMPLIMENTS, COMMENTS OR CONCERNS

WhatBox Creative appreciates all feedback about the service we provide. The feedback received is used to continually improve the quality of our service. You will be treated with respect and will be dealt with in a timely manner.

What to do if you have a concern:

- Speak to the staff member providing the service or contact the organisations directors Andrew and Cate they are available to hear your concern and welcome your feedback.
- Should you wish to make the complaint in writing please forward the correspondence to the company address on this information sheet.

Please sign you have received and have understood the information.

Participant _____

Date _____

Staff member _____

Date _____