

Please place in Comments Box

NAME:

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Address (optional):

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Email Address (optional):

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COMMENTS

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DATE:

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## Comments and Complaints

There are different ways you can tell us what you think about the help we have given you

- \* Phone us on 4968 2511
- \* Write to us at PO Box 38, Mayfield 2304
- \* Email us at admin@hwc.org.au
- \* Fill in the Comments section of this brochure and put it in the Comments Box at Reception
- \* Talk to a staff member

### Comments

We like to hear from you about what we are doing well or how we can make things better

### Complaints

If you are unhappy with something that has been said or done, the Centre has a complaints process which is confidential. The manager will help you to understand how to do this. If you don't give us your name the manager will not be able to talk to you or look after the complaint

If you are not happy with the way we have answered your complaint you can contact:

#### Health Care Complaints Commission

PH: 9219 7444, 1800 043 159

TTY: 9219 7555

Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

#### NSW Ombudsman

PH: 9286 1000, 1800 451 524

TTY: 9264 8050

Website: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)



Promoting the health and wellbeing of women

# Client Rights and Responsibilities

4968 2511

Hunter Women's Centre is committed to providing a high quality, effective and timely service for women in the Newcastle and Hunter Region.

The Centre is a women only space, inclusive of all people who self-identify or self-describe as women

# You have the right to

## **Be treated with dignity and respect**

- \* We will not judge you
- \* We will respect your culture and beliefs
- \* We can arrange an interpreter for you

## **Receive services in a safe, supportive & welcoming environment**

- \* We offer you a women-only safe space
- \* We will tell you if any workmen or male visitors are in the Centre
- \* If you are afraid of someone finding you here, let us know and we will help you feel safer

## **Have access to your records**

- \* This can happen at a prearranged time with a staff member present

## **Confidentiality and Privacy**

- \* We will keep your confidentiality according to Centre policies
- \* We will only tell someone if it is required by law; if you have given consent or if you or someone else is at risk

## **Be informed and make decisions around your own health**

- \* We will tell you about our services and waiting times
- \* We will explain how we can support you
- \* You can ask questions at any time
- \* We will ask for your consent to any counselling and referrals

## **Accept or refuse our services**

- \* You can stop seeing us at any time
- \* You can refuse any service offered
- \* You can ask to start seeing a different worker at any time
- \* You can change to another service if you want

## **Comment on any aspect of our service**

- \* You can write your comments in the space on the brochure and put it in the Comments Box in Reception
- \* To make a complaint, read Comments & Complaints procedure written on this brochure or displayed around the Centre
- \* You can ask a staff member to help you

# Your responsibilities are to

- \* Respect the rights of all clients and staff
- \* Notify the centre if you can't attend or need to reschedule
- \* Be on time for appointments and groups
- \* Make your own arrangements for childcare
- \* Share information about yourself that helps us to support you

## **Respect our Neighbours**

- \* Do not park over their driveways
- \* If you smoke do not leave your cigarette butts on the footpath or in their front yards

## **You Must Not**

- \* Smoke within 4 meters of the entrance
- \* Bring alcohol or other drugs into the Centre
- \* Be under the influence of alcohol or other drugs
- \* Be verbally or physically abusive to other clients or staff