

## Core Services

Counselling  
Casework  
Groups and Workshops  
Referrals  
Special Interest Activities  
Legal Information and Advice  
Membership  
Facility Hire

## Priority Issues

- Domestic and family violence and abuse.
- Emotional issues including self esteem, depression, anxiety and stress.
- Relationship issues including the promotion of healthy and supportive relationships.
- Live style risk factors for women including smoking, alcohol and other drugs.

**Services are targeted  
towards women who are  
disadvantaged and  
marginalised**

**Self Referral  
or Agency Referral**

**Intake occurs**

**Monday, Wednesday and Thursday**

Hunter Women's Centre is funded by NSW Health  
through Hunter New England Health.

Hunter Women's Centre is a member of Women's Health NSW, the peak  
body for non-government women's health services.



## Vision

Women of the Hunter will live free of violence  
and have the best possible physical,  
emotional, psychological  
and spiritual wellbeing.

## Mission

The Hunter Women's Centre provides services  
within an evolving feminist philosophy  
recognising that:

- Health is determined by a broad range of social, environmental, economic and biological factors.
- Differences in health status are linked to gender, age, socio economic status, ethnicity, disability, location and environment.
- Information, consultation and community development are important elements of health care.

## Goals

To promote, improve and maintain the health  
and wellbeing of women within a social and  
gendered model of health by:

- Addressing priority health issues within a gender based philosophy.
- Ensuring services provided are in line with industry and best practice standards and principles.
- Providing accessible services to priority target groups.
- Working in collaboration and partnership with external services.



# Hunter Women's Centre Client Service Charter

60 Industrial Drive (Cnr Avon Street)

PO Box 38

Mayfield NSW 2304

Ph: 02 4968 2511

Fax: 02 4968 2975

admin@hwc.org.au

www.hwc.org.au

ABN: 51 001 278 520

ACN: 001 278 520

## Opening Hours

(effective 1 May 2010)

9am to 5pm

Monday to Thursday

The purpose of this charter is to inform clients about the level of service provision they can expect from the Hunter Women's Centre. The management and staff of the Hunter Women's Centre are committed to providing high quality, effective and timely service delivery that continues to meet the needs of clients.

Hunter Women's Centre defines a 'client' as any woman who visits or uses the services of the Centre.

The Hunter Women's Centre client charter outlines:  
Client Service Standards.  
Client Rights and Responsibilities.  
Client Feedback and Complaint Processes.  
Information about the service.  
Contact Information.

### **Client Service Standards**

*The Hunter Women's Centre aims to provide services to women in accordance with the following standards:*

Our services will be provided in a prompt and professional manner by suitably qualified and skilled staff.

Staff will behave in a courteous and respectful manner in their professional capacity as workers of HWC.

We will protect your privacy and confidentially within the bounds of the law and HWC policies.

We aim to provide clear, helpful and consistent information.

We aim to respond to telephone calls from clients within a reasonable timeframe taking into consideration staff days/hours of work.

We aim to respond to written correspondence in a timely fashion.

We value your compliments, complaints and suggestions.

We aim to use your feedback to improve our services.

## **Client Rights and Responsibilities**

### **Your Rights**

*As a client of the Hunter Women's Centre you have the right to:*

Information about the nature and extent of your rights and responsibilities.

A safe, accessible, supportive and welcoming environment.

A quality service, delivered in a courteous, non-discriminatory, respectful and timely manner.

Be provided with a comprehensive range of information, as per the service's available resources, and be involved in any decision making processes relating your health options.

Accept or reject advice, counselling or treatment, and/or withdraw your consent and refuse further services at any time.

Have your information kept private and confidential in accordance with the law and Hunter Women's Centre's policies.

Have access to your records in accordance with the law and Hunter Women's Centre's policies.

Choose who will be present or excluded during service provision.

Service provision by staff members who are currently and suitably qualified and trained.

Decline services from a student or volunteer, or refuse to participate in any research or experimental project. Request transfer to another staff member if one is available.

Feedback mechanisms of complaint and redress that involve prompt and fair responses.

***We understand that clients may like to show their appreciation to staff, however Hunter Women's Centre would like to kindly inform clients that personal gifts of any kind can not be accepted.***

## **Your Responsibilities**

*As a client of the Hunter Women's Centre you have the responsibility to:*

Ensure the service remains a safe and healthy environment for other clients of the service.

Respect the rights of other clients and staff members to privacy and confidentiality.

Treat other clients and staff members in a respectful and non-abusive manner.

Ensure you are not under the influence of alcohol or other substances when attending the service for any reason.

Ensure you have all the information you want and need and you understand all options and possible outcomes of the advice, counselling or treatment you receive, allowing you to make your own decisions.

Be on time for appointments and advise us as soon as possible if you are unable to attend.

### **Client Feedback and Complaint Process**

The Hunter Women's Centre values your compliments, complaints and suggestions and is committed to resolving these in a timely and professional manner.

Your feedback helps us to improve the quality of our service and programs.

When you provide feedback, your privacy and confidentiality will be respected and protected. You can provide feedback without disclosing your name or contact details.

If you are not satisfied with the service you have received, or feel you have not been treated fairly and reasonably by us please let us know.

We are committed to resolving complaints in an effective and timely manner.

Complaints will be handled in accordance with the Hunter Women's Centre Complaints Handling Procedure