

Our Vision

Women of the Hunter will have the best possible physical, emotional and psychological health and wellbeing

Our Mission

To achieve our vision we will

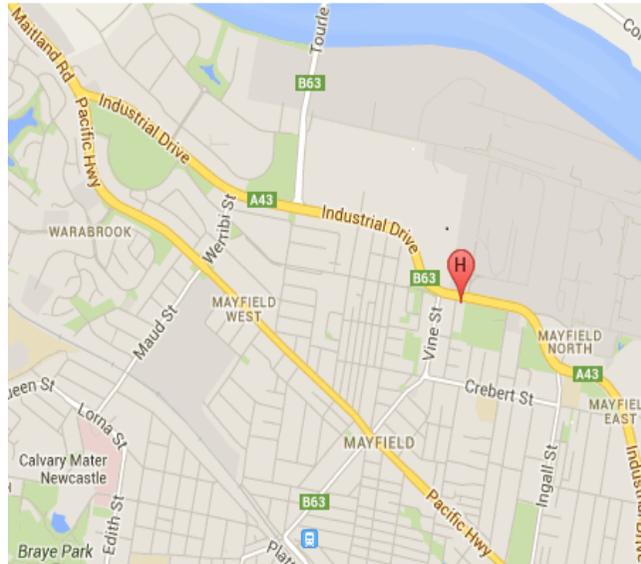
- provide client centred, strengths based, trauma informed services for women
- ensure a timely and appropriate referral service for women and their families
- provide education and social support for women
- embrace health based, holistic and alternative therapies as options to achieve positive outcomes for women

Priority Target Groups

All women are welcome

however priority target groups are

- women experiencing or at risk of family or domestic violence and abuse
- disadvantaged and marginalised women including CALD and Indigenous women
- socially and geographically isolated women



Public Transport

Buses from Hamilton Train Station

- 100 Maitland Rd Hamilton (alight Maitland Rd Mayfield)
- 111 Sheddon St Islington (alight Bull St Mayfield)
- 104 Albert St Islington (alight Industrial Dr Mayfield)

Nearest train station on the Hunter Line is Waratah with a 20 minute walk to the Centre

Phone for more public transport options

60 Industrial Drive (Cnr Avon Street)

PO Box 38

Mayfield NSW 2304

Fax: 02 4968 2975

admin@hwc.org.au

www.hwc.org.au



Funded by Hunter New England Local Health District



Promoting the health and wellbeing of women

Client Service Charter

4968 2511

Opening Hours

Monday to Thursday: 9am to 5pm
Friday: 9am to 3.30pm

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 to 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.

Compliments and Complaints

We would like to find out what you think of the help we have given you. What you tell us will help to look at what we do and make sure we can make things better for you and other women who come to our Centre. There are different ways you can tell us what you think about the help we have given you. Phone us on 4968 2511 or visit our website www.hwc.org.au

If you are unhappy with something that has been said or done, the Centre has a complaints process which is confidential. If you are not happy with the way we have answered your complaint you can contact either:

Health Care Complaints Commission

PH: 9219 7444, 1800 043 159

TTY: 9219 7555

Website: www.hccc.nsw.gov.au

Email: hccc@hccc.nsw.gov.au

NSW Ombudsman

PH: 9286 1000, 1800 451 524

TTY: 9264 8050

Website: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au