

## FEEDBACK AND COMPLAINTS

- ♦ We welcome your comments and complaints.
- ♦ Your feedback helps us to provide a better service.
- ♦ We will look at any problem and try and resolve it quickly and fairly.
- ♦ Please speak with a member of staff if you are unhappy with any part of our service.

If you wish to make a formal complaint, you can write to:

**The Executive Officer**  
**Blacktown Women's & Girls' Health Centre**  
**6 Prince Street**  
**BLACKTOWN NSW 2148**

Complaints should be marked:

**"Private and Confidential".**

If you are not satisfied with the way your complaint was managed, you may choose to contact:

**Women's Health NSW**  
**PO Box 341**  
**LEICHHARDT NSW 2040**

Ph: 9560 0866

Fax: 9560 2887

Email: [info@whnsw.asn.au](mailto:info@whnsw.asn.au)



## VISION STATEMENT

To provide a professional,  
affordable and holistic service for women  
based on feminist philosophy and delivered in  
a safe environment with an emphasis on  
promoting health, well-being and  
empowerment for ALL women.



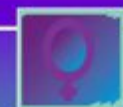
*Blacktown Women's and Girls' Health Centre  
is Accredited at Certificate Level of the  
Australian Service Excellence Standards*

## FUNDED BY :

**NSW DEPARTMENT OF HEALTH**  
Administered by Western Sydney Local  
Health District | **LEGAL AID NSW**

*28th February, 2017*

## YOUR RIGHTS AND RESPONSIBILITIES



### **Blacktown Women's and Girls' Health Centre Inc**

**6 Prince Street**

**Blacktown NSW 2148**

Phone: **(02) 9831 2070**

Fax: **(02) 9831 2344**

Email:

**[info@womensandgirls.org.au](mailto:info@womensandgirls.org.au)**

Website:

**[www.womensandgirls.org.au](http://www.womensandgirls.org.au)**

## Your RIGHTS and RESPONSIBILITIES when using Blacktown Women's and Girls' Health Centre

### YOUR RIGHTS:

While using the Centre, you have the right to:

- Privacy and confidentiality;
- A quality health care service which treats you with respect, compassion and dignity;
- A safe and supportive health care environment;
- Only answer questions you wish to answer;
- Receive clear information about services available;
- Make decisions about your own health care and refuse or consent to any tests or treatments;
- Receive treatment from suitably qualified staff;
- Request to see your personal file and have it explained to you;
- Ask for a second opinion or referral;
- Ask for a qualified interpreter; and

Make a complaint about any aspect of the service you have received at the Centre.

### YOUR RESPONSIBILITIES:

While using the Centre, you have a responsibility to :

- Be on time and let us know if you are unable to keep an appointment;
- Ask about your health and treatment;
- Be aware of your medical history and of any drugs or medications you are taking;
- Let the practitioner know if you are not going to follow the treatment given, and give

reasons for your decision;

- Let the practitioner know if you are seeing another practitioner for the same problem;
- Be considerate of other visitors, clients and staff at the Centre;
- Turn off mobile phones when in a session; and
- Leave the Centre and grounds clean and tidy.

### LIMITS TO CONFIDENTIALITY:

All staff employed at the Blacktown Women's and Girls' Health Centre are bound by a Client Confidentiality Policy.

All clients of the Centre are asked to sign the "Guidelines and Limits of Confidentiality" document, showing their understanding of the Centre's policies

However, there are some situations where staff may be legally required to disclose information to other authorities.

These may include:

- ♦ A child is at risk of abuse or neglect;
- ♦ Some will harm or try to kill themselves or someone else;
- ♦ A serious crime (murder, violent robbery etc) has occurred or is going to occur.
- ♦ Or, unless we are ordered to by a court of law.



**YOU HAVE THE RIGHT TO TAKE RESPONSIBILITY  
FOR YOUR HEALTH CARE AND WILL BE  
ENCOURAGED TO DO SO**

### CONFIDENTIALITY AND YOUR INFORMATION:

When clients telephone, email or visit the Centre, they may be asked to provide personal information, including name, address, date of birth, the service being sought and the reason – in brief - why the service is needed. You may also be asked to fill in other forms which request more detailed information. These questions are important so we can keep accurate client records.

Clients are asked to provide an emergency contact in case of accident or emergency. We are unable to provide service to people who do not give an emergency contact. Clients may also be asked to complete a feedback form (which can be anonymous), and provide personal details to Intake Workers. This enables the Centre to provide the most appropriate service or referral. Services which work from the Centre, such as Family Planning, may also ask you to complete a form to update their own records.

The Centre receives funding from the NSW Government, and is required to provide some statistical information to our funding body. This information is made anonymous and does not include names or other details. These statistics are used by our funding body to determine how funding is provided for women's health services. If in doubt about a question or if you would like assistance completing the forms, please ask any member of staff for help.