

What if I want to let you know I am happy with the service?

If you are pleased with the service you have received, we would also like to hear about it so we can keep up the good work.

If it is a specific worker that you are pleased with, you can let them know personally at the centre.
If it is the overall service that you are pleased with, or you would prefer to do so, please inform us by writing a letter, calling us by phone or filling out a client feedback form and putting it in the box (located in the kitchen)
We would love to hear from you!



Other Useful Numbers & Resources

: Health Care Complaints Commission
Toll Free in NSW 1800 043 159
www.hccc.nsw.gov.au

: Anti-Discrimination Board
Toll Free in NSW 800 670 812
www.lawlink.nsw.gov.au/adb.nsf/pages/index

:Industrial Relations
Ph: (02) 83746666
www.airc.gov.au/

:Workcover NSW For information on Occupational Health and Safety Issues
92-100 Donnison Street, GOSFORD NSW 2250
Phone: 4321 5000
www.workcover.nsw.gov.au

:Interpreting and translating services
131450 (local call cost)

Central Coast Community Women's
Health Centre
PO Box 2010
Gosford NSW 2250

General Enquiries: 02 4324 2533
Fax: 02 4323 7490
Email: admin@cccwhc.com.au

What are my Rights and Responsibilities?

How do I express a concern?



Information for Women
attending the
Central Coast Community
Women's Health Centre

Your Rights

- To quality, respectful health care.
- To confidentiality and privacy.
- To be informed and make decisions about one's health care.
- To consent to any counselling and to any medical or paramedical procedures.
- To fair investigation of complaints.
- To refuse service from students.
- To read one's own health records.
- To a safe and supportive environment.
- To remain anonymous if you wish.

Your Responsibilities

- Be on time for appointments and groups
- Notify the centre if unable to attend.
- Book childcare for every appointment
- Notify childcare if not required.
- Take responsibility for one's health care.
- Ask questions.
- If you are unhappy with any part of the service please let us know.
- If you are happy with the service please let us know.

How do I express a concern?

If you are concerned about an aspect of the service, please let us know.

The sooner you tell us, the sooner we can do something about it.

Ideally, we want the issue to be resolved as quickly as possible, so you can continue to benefit from our service.

If you feel comfortable to do so, please discuss the matter with the worker involved. All workers are trained in complaints handling.

Another option is to let us know formally through a letter. This allows us to take your complaint to the Board of Management and discuss a suitable resolution.

We have a complaints register where your concern will be recorded. This register has the same security and confidentiality restrictions as for client files.

All complaints in writing to:
**The Board of Directors
Central Coast
Community Women's
Health Centre.
P O Box 2010
Gosford 2250.**

Please note: You have the right to remain anonymous, but depending on the nature of the complaint, it may not be actionable

What will happen to my concern?

