

WHAT ARE MY RIGHTS AND RESPONSIBILITIES?

HOW DO I EXPRESS A CONCERN?

Information for Women attending the
Central Coast Community Women's Health Centres located in
Wyoming • Woy Woy • Wyong

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 no longer 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.

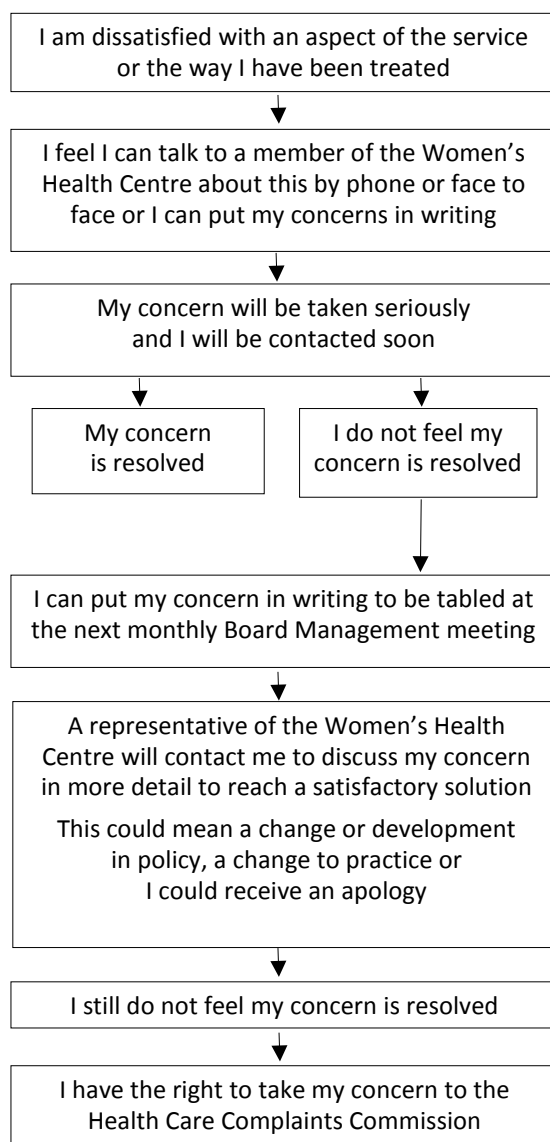
Ideally, we want the issue to be resolved as quickly as possible so you can continue to benefit from our service. If you feel comfortable to do so, please discuss the matter with the worker involved. All workers are trained in complaints handling.

Another option is to let us know formally through a letter or email. 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.

PO Box 2010, Gosford NSW 2250
Phone: 02 4324 2533
Fax: 02 4323 7490
Email: admin@cccwhc.com.au

What will happen to my concern?



I am happy with the service. How can I let you know?

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 at the Centre.

If it is the overall service that you are pleased with, please inform us by writing an email or letter, by phone or filling out a client feedback form.

We would love to hear from you!

Useful numbers & Resources

- Health Care Complaints Commission NSW
1800 043 159
www.hccc.nsw.gov.au
- Anti-Discrimination Board NSW
1800 670 812
www.antidiscrimination.justice.nsw.gov.au
- Privacy concern (OAIC)
1300 363 992
www.oaic.gov.au
- Industrial Relations NSW
13 16 28
www.industrialrelations.nsw.gov.au
- SafeWork NSW
13 10 50
www.safework.nsw.gov.au
- Interpreting and Translating Service
131 450
www.tisnational.gov.au
- National Relay Service
13 36 77
www.communications.gov.au