

NAME :

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Address: (optional)

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Email Address :(optional)

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Contact number: (optional)

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COMMENTS :

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DATE:

Making a Complaint:

If you are not happy with any aspects of our service, you have the right and responsibility to make a complaint.

- 1.You can make a verbal complaint or a written complaint to the Centre Manager. You can email or tear off the section on this flyer and place in the complaints/feedback box. The centre Manager will address your complaint and let you know the outcomes. If you make an anonymous complaint, the manager will not be able to follow up with you afterwards.

- 2.If this doesn't fix the problem, contact the Health Care Complaints Commission
Level 5, 28 Fouveaux St, Surry Hills
NSW 2010 (02) 9219 7444

You always have the right to have a person of your choice at any meetings. To find out more about the complaints process, ask to read our Complaints Policy document.

CLIENT RIGHTS & RESPONSIBILITIES



'Opening the Door to a New Beginning'

Bankstown

Women's Health Centre

Level 1, 24 Jacobs St

Bankstown 2200

9790-1378

www.bwhc.org.au

www.facebook.com/bankstownwomen

Bankstown Women's Health Centre is a community-based feminist service. It is primarily funded by the NSW Ministry of Health.

Your Rights as a Client

1. You will receive quality and respectful health care.

We will not judge you.

We will respect your culture and beliefs.

2. You will be given clear information about your health care.

We will tell you about our services & waiting times.

We will explain how we plan to assist you.

You can ask questions at any time.

3. You can use an interpreter for medical appointments.

This is free and confidential.

We can arrange this for you.

4. You can read your files.

This happens at a prearranged time with a staff member present.

You can add information or comments to your records.

5. You can comment on any aspect of our service.

A Comments Book is located in the waiting room

To make a complaint, please follow the instructions on the other side of this brochure.

6. You have the right to privacy and confidentiality.

We will keep your confidentiality according to Centre policies.

We will only tell someone: If it is required by law; if you have given written permission; OR if you or someone else is at risk.

7. You will receive services in a safe, supportive, and welcoming environment.

We offer you a women-only safe space.

We will tell you if any workmen are in the Centre.

If you are afraid of someone finding you here, let us know and we will take extra steps to make sure you feel safe.

8. You have the right to accept or refuse the services of BWHC.

You can stop seeing us at any time.

You can refuse any service offered.

You can ask to start seeing a different worker at any time.

You can get treatment somewhere else if you want.

Your Responsibilities as a Client

When using BWHC services, you must:

Respect the rights of all clients and workers.

Respect the Centre's women-only policy by not bringing men with you upstairs.

Keep your appointment, come on time, or tell us as soon as possible if you have to cancel.

Accept the results of your decisions about your health care.

Tell us about any complaint or compliment you have about the Centre.

Tell us any information that will help us give you the best service and the right staff

Member for your issue (but if you don't want to tell us everything, you don't have to)

Tell us if you are seeing another professional for the same issue.

You must not:

Smoke on the Centre's premises.

Bring drugs or alcohol to the Centre, or be under the influence of these during your visit.

Be violent to yourself, others or any property.

