

What would you like to happen?

Horizontal lines for writing feedback.

If you would like to be contacted about your feedback, fill in your details:

Name.....

Address.....

Phone (h).....

Mobile.....

Need help to fill in the form?

If you need help to fill in the form, please ask a staff member.

Need help to talk to us?

A free, confidential Health Care Interpreter Service is available 24 hours, 7 days a week. Ask staff to arrange an interpreter for you.

AUSLAN interpreters are also available

The Interpreter Service phone number is: 4274 4211

What to do with this form?

Give it to one of our staff, Place it Waiting Room, or Post it to:

Illawarra Women's Health Centre
PO Box 61 Warilla NSW 2528



Illawarra Women's Health Centre

2-14 Belfast Avenue, Warilla 2528
Ph 4255 6800 Fx 4255 6899



Providing a service for women by women and a safe space for women

Important information for all clients
April 2009

Client Rights & Responsibilities

The Illawarra Women's Health Centre is committed to assisting women to be aware of their rights as health care clients, and to helping women to put these rights into action.

Client Rights

You have the right:

- to a welcoming environment in the Centre
- to a safe and supportive environment
- to professional and prompt service
- to be treated with dignity, courtesy and respect, including courtesy and respect for your culture
- to receive service in a non discriminatory manner at all times
- to confidentiality and privacy
- to know the name of the staff member/s assisting you
- to have the services of an interpreter by arrangement
- to receive information to assist in health choices
- to make decisions about your own health care
- to accept or reject advice or treatment
- to read your health records with your health care worker, and be given a copy upon written request
- to refuse to take part in research and experiments, or to allow data from your health record to be used for research
- to refuse services from students
- to receive fair investigation of complaints

Client Responsibilities

Rights also come with some responsibilities. Those we would like you to be aware of include the responsibility to:

- Be on time for appointments and contact the centre if you are unable to keep your appointment
 - Ask questions to become informed about your health condition and any suggested treatments
 - Know your personal medical history, including details of any medications currently being used
 - Inform centre workers if you are seeing someone else for the same problem
 - Respect the rights of other women using the centre, including their right to privacy and confidentiality
 - Treat the staff of the centre with courtesy and respect
 - Assist in seeking a fair resolution to any complaint you make of the centre
 - Help make this centre a safe place for all women.
- Please speak to a staff member or the manager if you have any complaints about the service you receive.

Alcohol & Other Drugs Policy

The Centre has a Duty of Care to all women who attend the Centre. Women who attend and are noticeably intoxicated with any drug may not be in a position to participate meaningfully in their health care planning. They will not receive service and will be asked, respectfully, by their practitioner, to leave.

Women may be offered the Drug & Alcohol Service phone number—1300 652 226.

Medical Services

Illawarra Women's Health Centre is a not-for-profit, non-Government agency and operates from a very limited funding grant and limited budget. We are a primary health care service, rather than a medical centre. This means that we provide a range of services to meet the health and well-being needs of the community, as outlined in our Centre pamphlet.

Unfortunately we are only able to have a part-time medical service, and so we try to prioritise this service for women on low incomes, and bulk bill to assist in this regard.

In addition, because it is a very part-time service, we require all clients to see their own family GP for general medical care (if you don't have a GP, we can recommend some to you).

We also ask you to limit your visits to the Women's Health Centre, as far as possible, to 'women's business' health issues. We are happy to collaborate in your care with your GP if this is what you would like, and if we have your consent for this.

We are not able to assist with sudden illness and urgent matters, as our doctors are often booked out far in advance for pap smears and reproductive health visits.

Thank you for your interest in the Centre. Please see our Pamphlet and our Calendar of healthy activities, and look on our noticeboard for 'What's On'.

Complaints Policy

You can be confident that:

The Illawarra Women's Health Centre wants to resolve your concerns to your satisfaction.

Your complaint will be dealt with quickly.

Your complaint will remain confidential and will not affect the service you receive.

To make a complaint

If you are unhappy with our service please let us know. We will do our best to try and fix the problem. It is important to us to hear what you have to say.

If you want to make a complaint, talk to one of our staff members. They will try to sort out the problem straight away. If they can't, they will arrange for our Manager to talk with you.

Our manager will talk with you at the first opportunity—within 3 days. Resolution of the problem may take longer, as an investigation may need to be considered. You will be kept up to date with progress on the matter.

If things are not resolved to your satisfaction, there are several options you can consider. The Manager will assist you to bring the complaint to the Council of Women (the governing body of the Centre) for further consideration, or offer other suggestions.

Alternatively you could choose another option, such as: Writing or phoning the Health Care Complaints Commission. Their address is:
Locked Bag 18, Strawberry Hills NSW 2012.
Phone: free call 1800 043 159 or 02 9219 7444
TTY 02 9219 7555.

Seeking legal advice eg. the Illawarra Legal Centre (Ph 4276 1978) or via a private solicitor.

Another option available to clients is our brochure—available HERE and on the coffee table in the Waiting Room—called "Have Your Say".

Have Your Say



Consumer Feedback Form

If you are happy about our service, or have a suggestion or complaint—talk to one of our staff or fill in the form and place in box provided in waiting room.

We value your feedback and it will assist us to provide a better service

Thank you

What would you like to tell us?

Compliment

Suggestion

Complaint

Please tick the box

Confidential