

Please place in Comments Box

NAME:

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Address (optional):

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Email Address (optional):

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COMMENTS

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DATE:.....

Comments and Complaints

There are different ways you can tell us what you think about the help we have given you

- * Phone us on 4968 2511
- * Write to us at PO Box 38, Mayfield 2304
- * Email us at admin@hwc.org.au
- * Fill in the Comments section of this brochure and put it in the Comments Box at Reception
- * Talk to a staff member

Comments

We like to hear from you about what we are doing well or how we can make things better

Complaints

If you are unhappy with something that has been said or done, the Centre has a complaints process which is confidential. The Service Manager will help you to understand how to do this. If you don't give us your name the manager will not be able to talk to you or look after the complaint

If you are not happy with the way we have addressed your complaint you can contact:

Hunter Region Working Womens General Manager
Via phone or email

Health Care Complaints Commission

PH: 9219 7444, 1800 043 159

TTY: 9219 7555

Website: www.hccc.nsw.gov.au

Email: hccc@hccc.nsw.gov.au

NSW Ombudsman

PH: 9286 1000, 1800 451 524

TTY: 9264 8050

Website: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

Updated 8/03/2021



Promoting the health
and wellbeing of women

Client Service Charter

(Rights & Responsibilities)

4968 2511

Hunter Women's Centre is committed to providing a high quality, effective and safe services for women in the Newcastle and Lower Hunter Region.

You have the right to

* **Be treated with dignity and respect**

- * We will not judge you
- * We will respect your culture and beliefs
- * We will attempt to arrange an interpreter if required

* **Confidentiality and Privacy**

- * We will keep your confidentiality according to HWC Centre policies
- * We will only pass information about you if it is required by law; if you have given consent to receive your information or if you or someone else is at risk

* **Accept or refuse our services**

- * 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 change to another service if you want and we can assist to refer you to that service

* **Receive services in a safe, supportive & welcoming environment**

- * We offer you a women-only safe space
- * We will inform you if any workmen or male visitors are in the Centre
- * If you are afraid of someone finding you here, let us know and we will help you feel safer

* **Be informed and make decisions around your own health**

- * We will tell you about our services, our processes and waiting times
- * We will explain how we can support you
- * You are encouraged to ask questions at any time
- * We will ask for your consent to any counselling and referrals

* **You are encourage to comment on any aspect of our service at any time**

- * You can write your comments in the space on the brochure and put it in the Comments Box in Reception
- * You can write a letter or email to us
- * To make a complaint, please read Comments & Complaints procedure written on this brochure or displayed around the Centre

* **Have access to your records**

- * This can happen at a prearranged time with a staff member present

Clients have the right to re-engage with the Centre as an employee, volunteer, student, contractor or venue user after a two year period and following the relevant recruitment process

Your responsibilities are to

Respect our Neighbours

- * Do not park over their driveways
- * If you smoke do not leave your cigarette butts on the footpath or in peoples front yards, or gutters
- * Please place cigarette butts in a cup with a small amount of water within and place in a bin inside the centre

- * Respect the rights of all clients and staff
- * Notify the centre if you can't attend or need to reschedule for an appointment or attending workshops
- * Be on time for appointments and groups
- * Make your own arrangements for childcare
- * Share information about yourself that helps us to support you
- * Be accountable for your recovery and commit to your recovery plan

You Must Not

- * Smoke within 4 meters of the entrance
- * Bring alcohol or other drugs into the Centre
- * Be under the influence of alcohol or other drugs while attending counselling session or workshops
- * Be verbally or physically abusive to other clients or staff
- * Abuse of any description will not be tolerated