

INFORMATION WE NEED FROM YOU

We will ask you to complete a client registration form which includes:

- Your name, address, contact number
- Emergency contact
- Cultural background
- Medicare number
- Other information is asked for and used for statistical purposes. Any statistics collected will not identify you. From time to time we may ask you to update your details.

To help us provide the best services possible we ask our staff to record statistics about the clients they see. This information helps us to plan and review services for the future. These statistics are anonymous and will not be traced back to your file.

Practitioners will also ask questions to assess your health needs and treatment options. All staff employed by the Centre are bound by professional codes of conduct as well as confidentiality policies.

We may contact you for evaluation purposes to ensure we are continuing to improve the services offered to our clients.

The information you provide will be treated confidentially and all care is taken to protect your privacy. If you are not comfortable with the information requested, please speak to one of our staff.

If English is not your first language, we can arrange an interpreter for you, either over the phone or in person, depending on availability.

Auslan interpreters will be booked on request.

MANDATORY REPORTING

WILMA Women's Health Centre workers are mandatory reporters, which means we must make a report to Community Services when we have current concerns about the safety, welfare and wellbeing of a child.

For more information about WILMA and the Services we offer, call us on 4627 2955 or visit our website at www.wilma.org.au

WHO CAN USE OUR SERVICES

ALL women who live, work or study in the local Macarthur area are entitled to use WILMA services or participate in our programs.

We ask you to respect the rights and privacy of all women who visit or work at WILMA.

WILMA COMPLAINTS PROCEDURE

If you are not happy with the service you have received and/or wish to make a complaint or suggest ways to improve our service, you can take any of the following steps:

- Ⓞ Talk to a staff member who will give you a complaints/feedback form.
- Ⓞ Place feedback, including complaints in the suggestion box. If you want a response, please leave your contact details.
- Ⓞ Talk directly with the Manager, who will explain our complaints procedure. She will also do what she can to resolve the problem.
- Ⓞ Email the manager at manager@wilma.org.au.
- Ⓞ If you are still not satisfied, you can write a letter (marked confidential) to: WILMA Women's Health Centre, 6 Bugden Place, Campbelltown 2560.
- Ⓞ Community Justice Centres provide free dispute resolution services. PH: 1800 990 777
- Ⓞ If you are still not satisfied, you have the right to complain to the Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills, NSW 2012

PH: 1800 043 159

TTY: (02) 9219 7555

Contact Us

WILMA Women's Health Centre
6 Bugden Place, Campbelltown 2560
Open 9am-4pm Mondays to Fridays
Phone messages taken on 12.30-1.30pm
P.O. Box 267 Macarthur Square NSW 2560
Phone: 02 4627 2955
Fax: 02 4628 6725
Email: wilma@wilma.org.au
Website: www.wilma.org.au
Facebook: www.facebook.com/WILMAWomensHealthCentre



Version 2 October 2015



WILMA CLIENT'S RIGHTS & RESPONSIBILITIES

Funded by NSW Health

Your Rights

As our service user, you have the right to:

Receive services provided by a qualified, professional practitioner.

Be treated in privacy and with dignity, respect, fairly and without discrimination.

Refuse services and only receive treatment when you provide consent.

Access information held on file:
Your condition and
Your treatment options,
so that you can make your own
decisions

Be informed about the range of services we provide and any costs or fees we charge.

Access help when seeking a second opinion and referral to other services when you need it.

Know that your personal information will be treated with confidentiality.

Bring a support person to consultations.

Access an interpreter if English is not your first language, or would like an Auslan interpreter.

Be informed about our Centre's complaints procedure and how to make a complaint.

Privacy & Confidentiality

Only the staff who are treating you will have access to your health information.

We will not share your information with others unless you give us permission to do so. There may be times, however, we are required by law to provide information about you to others, for example, where there is a risk of harm to you or someone else, where we are subpoenaed by the court of law to provide the court with information and where there are child protection concerns.

You may request to view your file or seek copies of the information contained in it. You are entitled to request amendments to your file where you genuinely believe the information is inaccurate or incorrect. We will do what we can to ensure accuracy in the information we keep.

You may request us to send a copy of your file to another health practitioner.

Generally, if you are a young woman (over 14 years) seeking treatment, you have the right to consent to treatment without parental permission. You also have the right to confidentiality and privacy.

Your Responsibilities

As our service user, you have the responsibility to:

Keep your appointments or let us know if you are unable to attend.

Not use illegal drugs or alcohol before you come to the Centre.

Respect the rights of others.

Treat our staff and other clients with respect.

Provide us information that may be relevant to your condition and treatment.

Tell the practitioner if you are unhappy with the treatment or if you are following other treatment or using other medication.

Let us know if you are not following the recommended treatment.

The practitioner may be able to offer alternatives.

Ask questions if you don't understand something. Asking questions help us to provide the best care and treatment we can.

Let us know if you are not happy with any part of the service we provide. We do our best to work with you to resolve the problem.