

HOW TO MAKE A COMPLAINT

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

To assist you in resolving the complaint please ask to see a copy of the Centre's Complaints Policy and Procedure.

STEP 1

Tell the practitioner of your concerns.

If you are still not satisfied or do not wish to take this step...

STEP 2

Contact the Centre Executive Officer or a member of the Board either in writing or verbally.

If you are still not satisfied or do not wish to take this step...

STEP 3

Write to or phone the:

Health Care Complaints Commission,
Level 12, 323 Castlereagh St (corner of Hay St), Sydney NSW 2000

Mail: Locked Mail Bag 18

Strawberry Hills NSW 2012

Phone: (02) 9219 7444 or 1800 043 159

Fax: (02) 9281 4585

Email: hccc@hccc.nsw.gov.au

For Child, Adolescent Trauma Service clients:

Dept of Communities and Justice Website:

<https://www.dcj.nsw.gov.au/> or

Contact: Ombudsman NSW—Complaints about Community Services,

Level 24, 580 George St

Sydney NSW 2000

Phone: 1800 451 524

Email: nswombo@onbo.nsw.gov.au

THIS PAMPHLET TELLS YOU ABOUT:

1. Your rights when using this service.
2. Your responsibilities when using this service.
3. How to make a complaint.

The Centre welcomes suggestions and complaints from its clients with a view to ensuring ongoing service improvement and complaint prevention.

If you would like further explanation, or need an interpreter, please consult a member of staff.



Updated 13/04/21

YOUR RIGHTS and RESPONSIBILITIES when using the



61 Boyd Street, Kelso
PO Box 674 Bathurst
NSW 2795

Phone: 6331 4133

Fax: 6332 4310

Email: information@cwwhc.org.au

Website: www.cwwhc.org.au

You have the right to take responsibility for your own health care and are encouraged to do so

As a client of this service you will be assisted in protecting your interests and in making informed decisions about your health and wellbeing. Some of your rights are guaranteed under law and others are commonly recognised in our community.

YOU HAVE THE RIGHT TO:

1 Be treated politely and with respect

You will be treated politely, with respect shown to your dignity, culture, religion, sexual orientation, gender identity and beliefs.

2 Be given clear information about your care:

- in language that you can understand
- about services we offer
- about expected waiting times
- about the proposed plan of care and expected outcomes
- with the name and responsibilities of the practitioner providing services to you

3 Privacy

- To receive health care in reasonable privacy.
- With any discussions about your care being discreet and confidential.

4 Expect that information about you will be managed within the *Australian Privacy Principles, Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012:*

- Personal & sensitive information will be stored in a secure environment.
- You may access information about you to amend or correct it.
- Ask your practitioner to explain how your information will be used.

Please note that all general counselling and clinical files are destroyed 7 years after the client's last visit. Child files are kept until the age of 25. Sexual assault files are kept permanently.

5 Accept or refuse the services we offer, including:

- to not follow advice given to you
- to withdraw consent at any time
- to refuse services from a particular practitioner
- to refuse health care from students
- to refuse to participate in research
- to seek a second opinion
- to transfer to another agency or practitioner

6 Use an interpreter service ... on a free and confidential basis

7 Ask your practitioner to go through your file with you.

8 Make a comment, suggestion or complaint about any aspect of our service

YOU HAVE THE RESPONSIBILITY TO:

- Give information that the practitioner will need to assist you, however, your right to withhold information will be respected.
- Ask about and understand your problem and how to manage it.
- Keep appointments or let us know at least **24 hours in advance** if you cannot attend.
- Inform the practitioner of any other practitioners or service providers working with you.
- Acknowledge and respect the rights of others.
- Accept the results of decisions you make about your treatment.
- Advise us if any of your details change
- Advise appropriate people about any complaint or compliment regarding the service.
- Not attend appointments while affected by drugs or alcohol.



We have the right to limit the service provided to you on the grounds of clinical judgement, service availability, or staff safety