

Client Code of Rights



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WOMEN'S Healthworks (WHW) is committed to respecting the rights of individuals and to ensuring that the privacy and security of personal information collected during the course of the services provided remains protected. In accordance with the Privacy Act 1988 and the Privacy Amendment Act 2000, WHW has developed a Privacy Policy which covers the ten National Privacy Principles outlined in the Act. Please contact reception if you would like a copy of this Policy.



1. *Clients will be treated with respect at all times.*

2. *Clients are entitled to confidentiality and privacy.*

3. *Clients have the right to have their moral and cultural values and religious and philosophical convictions respected.*

4. *Clients have the right to a fair investigation of complaints, and have continued access to services.*



5. *Clients have the right to be fully informed about their health status and to participate in the decision making process about their health care. If WHW cannot meet the client's needs an appropriate referral will be made and assistance given to access that referral.*

6. *Clients should be informed of the identity and professional status of any health care providers they are consulting.*



7. *Clients with a first language other than English are entitled to information or interpreter services in their first language.*

8. *Clients who have a hearing impairment are entitled to information or interpreter services.*



9. *No information about a client will be forwarded to other individuals or organisations without the written permission of the client unless required by law.*

10. *Clients are entitled to view files or information concerning them, in the presence of a health professional. Records will be kept for a period of seven years from the last date of visit to the service, and after that time will be destroyed by shredding.*



11. *Clients have a right to refuse any assessment or treatment (except where Legislation prevents this).*

12. *Clients have a right to choose and/or to transfer to a particular staff member and a right to refuse involvement in research.*

13. *Clients have a right to choose who will be present during consultations.*



14. *Clients have a right to disclose only personal information they deem necessary, as long as any information not disclosed will not adversely effect services being provided by WHW.*

15. *Clients have a right to services that are independently confidential to each other.*

WOMEN'S Healthworks aims to provide a high quality service and would like to know if you have any concerns about our services or staff. Should you have a complaint, we ask that you follow the complaints procedure below.

You have a right to complain about the service you are receiving without fear of retribution and can expect complaints to be dealt with promptly.

Your complaint will be kept confidential and only discussed with the staff directly involved with its resolution. If it is necessary to discuss your complaint with other parties, your permission will be sought.

Complaints Procedure

1. In the first instance, you are encouraged to raise your complaint with the staff member concerned. If you do not feel comfortable doing this, you have the right to be represented by an advocate or any other person of your choice.
2. If you are not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, you can direct your complaint to the Executive Director in writing.
3. If the issue is still not satisfactorily resolved, you can raise the issue with the Chair of the Board.
4. You will be informed of the outcome of your complaint and be asked for their feedback on the complaints procedure.