

YOU HAVE THE RESPONSIBILITY

- To respect the rights of others
- To respect the cultural background and privacy of others
- To treat others with dignity
- To refrain from racial, sexual, homophobic or any other forms of harassment or abuse
- For any decisions you make
- To keep appointments or cancel if necessary



Phone: 03 9689 9588
Fax: 03 9689 3861
Email: info@whwest.org.au
Web: www.whwest.org.au

Equity and justice for
women in the west

June 2011

WHAT TO DO IF YOU THINK YOUR RIGHTS HAVE NOT BEEN MET

We aim to provide a high quality service and would like to know if you have any concerns. Service will not be stopped in any way if a complaint is received.

1. Discuss the situation with the staff member. This may solve the problem quickly.
2. Contact the manager on 9689 9588 or write to 317-319 Barkly Street, Footscray 3011
3. Contact the Chief Executive Officer on 9689 9588 or write to 317-319 Barkly Street, Footscray 3011
4. If you have a general complaint that hasn't been resolved by steps 1-3 contact the Health Services Commissioner on 8601 5200 or 1800 136 066 or write to 30th floor, 570 Bourke Street, Melbourne 3000
5. If you have a housing complaint contact the Homelessness Advocacy Service (HAS) on 1800 066 256 or write to 34 Brunswick Street, Fitzroy 3065
6. Alternatively you could contact the Victorian Equal Opportunity and Human Rights Commission on 1300 891 848 or email information@veohrc.vic.gov.au or write to Level 3, 204 Lygon Street, Carlton 3053

**Even if you don't have a complaint,
please fill in one of our feedback forms
to help us improve our service**



YOUR RIGHTS AND RESPONSIBILITIES

WOMEN'S HEALTH WEST



Phone: 9689 9588
www.whwest.org.au

ABOUT US

Women's Health West is committed to inclusion, diversity and accessibility.

We promote respect for women's lives and contributions including cultural and personal experiences.

We understand and accept the diversity of the choices that women make during their lives.

YOUR RIGHTS

YOU HAVE THE RIGHT TO

- Privacy and confidentiality
- A service free from discrimination including race, gender, identity, age, disability, marital status, political or religious beliefs, pregnancy, sexual orientation, parental/ carer status and physical features
- Be treated ethically with dignity and respect
- Participate (via feedback or involvement)
- Complain and feedback on services
- Fair and prompt responses to concerns
- Live without violence and fear
- Receive information to make informed decisions
- Make your own choices
- Receive culturally-sensitive support, including interpreters

FAMILY VIOLENCE SERVICES

What information is kept about me?

We keep your name and contact details on file. We record details about your situation to offer you the best support. With your consent, non-identifying information is recorded in a national database.

Who sees my information?

- Your family violence worker
- Women's Health West professionals
- Services e.g. Centrelink, housing, police or solicitors with your written consent

Your privacy is protected by law. We only release your information if you consent or if required by law. Your worker must inform authorities if she believes you or your children are in danger.

Can I control what happens to my information?

Yes, within the legal limits. It is your right to decide not to allow some of your information to be shared with other services. However, this may affect our ability to provide you with the best possible support. Please tell us if you wish to change or cancel your consent.

Can I access my information?

You have a right to access your file and to ask for it to be corrected. The time you may be unable to access all your information is if it affects the privacy of others (e.g. friend or relative who gave it) or if it affects law enforcement or protection.

COMMUNITY PROGRAMS

What happens to photos or video taken during the program?

You will be asked for permission to use your photograph in Women's Health West publications including brochures, annual reports, newsletters, website and other promotional material.

Please tell us if you wish to change or cancel your consent.

What happens to my information when I participate in a project?

You will be asked for permission to use your information in Women's Health West publications but we will only use it with your consent. We will remove any identifying information at your request.

You can tell us if you wish to change or cancel your consent at any time.

Will my specific needs be met so that I can participate?

Women's Health West makes every effort to organise inclusive, accessible events and programs so if you have specific needs (dietary, transport, interpreters, child minding, disability) let us know in advance and we'll arrange assistance.

