

How to Complain

You may contact the Chief Executive Officer (Eva Orr) on 9794 8677

If you are not satisfied with the outcome:

You can contact one of the following for more advice:

Victorian Privacy Commissioner

Address: Level 11, 10-16 Queen Street
Melbourne VIC 3000
Phone: 8619 8719
1300 666 444

Health Services Commissioner

Address: 30th floor, 570 Bourke Street
Melbourne VIC 3000
Phone: 8601 5200
1800 136 066

Both Commissioners have investigatory powers in relation to privacy practice and are able to serve compliance notices inclusive of penalty units if a privacy breach has occurred.

You could also undertake an Internal Grievance Procedure within the agency if preferred.

Women's Health in the South East

Address: 2/31 Princes Highway
Dandenong, 3175
(between Robinson St and Thomas St)

Ph: (03) 9794 8677

Fax: (03) 9793 1866

Email: whise@whise.org.au

Web: www.whise.org.au

Hours: 10.00 a.m. – 4.00 pm
Monday - Friday



Client Rights and Responsibilities

Privacy and Complaints

Our commitment to you:

- Our vision is to help improve the health and wellbeing of women in the Southern Metropolitan Region
- We will provide our services courteously and sensitively, understanding that your health and wellbeing is determined by a range of factors that are often outside your control.
- We will work with you to help you make informed decisions about your own health and wellbeing, decisions that fit **your** situation and **your** needs.
- We welcome all women, regardless of age, culture, religion, sexual preference, birthplace, language or socio-economic status.

***When you use our services,
you have the right to:***

- Be welcomed courteously and sensitively
- Receive clear information about available services, from trained and experienced staff, to help you make decisions about your health care
- Have someone of your choice present with you when you come to WHISE
- Be actively involved in any decisions made about your future care and support
- Be referred to appropriate services, if WHISE cannot meet your needs
- Have your privacy respected at all times, and your information recorded and stored securely and confidentially
- Access to interpreter services and/or information translated into your own language
- View your own client record
- Refuse service from a particular WHISE worker, peer educator or student or request transfer to another WHISE worker
- Have any complaint received, investigated and resolved fairly and honestly, if you are unhappy with our services; and the right to continuing service without discrimination because of the complaint
- Have your individual needs (cultural, sexual, religious, social) respected at all times

***When you use our services,
you have the responsibility to:***

- Give us accurate and complete information about your circumstances, so that we provide advice that addresses your needs

- Tell us if you do not understand what you have been told, and ask for further information
- Be polite and courteous to staff and other clients
- Respect the privacy of other clients and visitors to WHISE
- Keep your appointment time, or let us know in advance if you cannot make the time, and we will make a new time with you
- Understand that there will be times when the service you need is not available, either from WHISE or from another provider
- Give us time to identify an alternative service or support for you, until your preferred choice is available

Our staff have the responsibility to:

- Work within the charter of client rights as set out above
- Advise you about the privacy and confidentiality of your information
- Make sure you receive clear verbal and written information about your rights
- Make sure you receive information in your own language, if needed, either through interpreter services or written information
- At all times try to make you feel welcomed, at ease, and reassured about your situation and your future care and support

***Privacy and Confidentiality
of Your Information***

Privacy: You have the right to:

- Choose what personal information to tell us
- Be fully informed about how we use and store your information securely
- Check your personal information at any time, to see that it is correct
- Remain anonymous while using WHISE services

Our staff have the responsibility to:

- Only collect the information that is necessary to assist in your care and support
- Make sure all client files and information are kept safely and securely
- Keep your information confidential and not release it to any other party, without your consent

Complaints: Your Rights

If you have not received sensitive, courteous service, together with the information you need to take your next step:

- You have the right to complain, and to make us aware that we could do better
- Your complaint will be treated confidentially
- Your complaint will not stop you receiving services from WHISE
- You will receive a response to your complaint in writing