

ABOUT US

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

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

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

For more information about your rights and responsibilities, visit whwest.org.au/privacy.

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



If you need an interpreter, please call the Telephone Interpreter Service on 13 14 50.

Equity and justice for women in the west



Updated April 2019

HOW TO MAKE A COMPLAINT

We aim to provide you with a high quality service and would like to know if you have any concerns. If you are currently receiving support, it will not be stopped in any way if a complaint is received. If you don't have a complaint, you can still help us to improve our service by filling in a feedback form. Ask a Women's Health West staff member for one of these.

Step 1: Discuss the situation with your worker, or another staff member at Women's Health West. This might solve the problem quickly.

Step 2: Contact one of our managers. Phone us on 9689 9588 or email info@whwest.org.au. Say that you would like to make a complaint, and ask to speak to or have your email forwarded to a manager in the family violence service.

Step 3: If you're unhappy with the response to steps one or two, you can contact Women's Health West's CEO on 9689 9588 or by writing to 317-319 Barkly Street, Footscray, VIC 3011.

Step 4: If you have a general complaint that has not been resolved by steps one to three above, contact the Health Complaints Commissioner. Visit <https://hcc.vic.gov.au>, or phone 1300 582 113.

Step 5: If you have a complaint about housing that hasn't been resolved by steps one to three above, contact the Homelessness Advocacy Service (HAS) on 1800 066 256 or (03) 8415 6213.

Step 6: As an alternative to steps four and five above, you can contact the Victorian Equal Opportunity and Human Rights Commission on 1300 292 153 or visit www.humanrightscommission.vic.gov.au.



YOUR RIGHTS AND RESPONSIBILITIES

WOMEN'S HEALTH WEST



Phone: 9689 9588
www.whwest.org.au

YOUR RIGHTS

You have the right to:

- Privacy and confidentiality.
- A service free from abuse and discrimination including on the basis of race, gender, identity, age, disability, marital status, political or religious beliefs, pregnancy, sexual orientation, parental/ carer status, and physical features.
- Be treated ethically and with dignity and respect.
- Participate (via feedback or involvement).
- Complain and provide feedback about services, and for your complaints to be handled in accordance with Women's Health West's complaints procedure.
- Receive information to make informed decisions.
- Make your own choices.
- Receive culturally-sensitive and appropriate support, including access to interpreters.

YOUR RESPONSIBILITIES

You have the responsibility to:

- Respect the rights of other children, clients, carers, parents or workers.
- Refrain from racial, sexual, homophobic or any other forms of harassment or abuse.
- Respect the culture of all people at Women's Health West.

WHAT HAPPENS TO INFORMATION ABOUT YOU

The personal information that you give to Women's Health West might be stored in an online database. This database is operated by Family Safety Victoria (FSV), part of the Victorian Government. Women's Health West use this online database to help us to provide you with the best services and support.

The online database has been developed by FSV and the Department of Health and Human Services to help Women's Health West store and organise your personal information. The database is hosted by Microsoft.

Only authorised personnel from Women's Health West will be able to access your personal information through the database. Privacy is one of your rights, and we work to ensure that your private information is safe and protected.

HOW WE MIGHT SHARE INFORMATION ABOUT YOU

Women's Health West, and other organisations who are providing you with support, might need to share your information (or information about your children), with other services.

Information will only ever be shared where it is necessary to do so in order to assess and manage the risks of family violence.

Sharing information is important so that relevant services can work together to keep you (and your children, if applicable) safe. Sharing information makes it easier for us to ensure the wellbeing and safety of children, young people and families. It means we can ensure you get the help you need as early as possible, and can prevent harm from happening to you.

OBTAINING CONSENT TO SHARE INFORMATION ABOUT YOU

In most cases, if we need to share information about you, we will ask you for your views or consent. We can do this by talking to you, or by filling out a form with you.

If there is a serious risk to your safety, health or welfare, we are able to share your information without your consent.

If we need to share information in order to assess or manage the risk of harm to your child or children, we do not need to gain consent. However, we will generally seek your views when considering whether to share information.

We will seek your views on how and when your information is shared whenever it is appropriate, safe and reasonable to do so. You will be informed that your information has been shared whenever possible.

Visit whwest.org.au/privacy to find out more.

