

# Client Service Charter

## Your Rights:

- **ACCESS TO SERVICES** - To access quality health care provided in a non-discriminatory and safe environment by qualified staff. We are committed to inclusion, diversity, and accessibility.
- **RESPECT AND DIGNITY** - To receive consideration and respect at all times, with recognition of personal dignity, ability, sexuality, and cultural background. Interpreter services are available if needed.
- **PRIVACY AND CONFIDENTIALITY** - To have your privacy protected and any information held about you treated in a confidential manner. We only release your information if you consent or if required by law.
- **INFORMATION** - We aim to give you a full explanation about our services and involve you in making decisions related to your health care and the services you receive from us.
- **ADVOCACY** - You are entitled to have a support person to represent your interests when accessing our services.
- **SELF DETERMINATION** - You are entitled to make your own decisions regarding your own health care and will be offered informed choices regarding your reasons for contact with the centre.
- **PARTICIPATION** - Our service actively encourages the participation and contribution to the planning and delivery of our services. We encourage your feedback and will use it to improve our services. Feedback forms are available in the office and online.
- **COMPLAINTS** - To make a complaint if you are unhappy with any aspect of your contact with us. This will not mean you cannot continue to access our services. Form available online and in office.

## Your Responsibilities:

- **APPOINTMENTS:** To keep appointments made or advise the centre in advance if you cannot attend.
- **PARTICIPATION:** Please keep your counsellor informed of your progress towards meeting your goals.
- **RESPECT:** Show respect for and consider the rights and privacy of other clients, staff, and the centre.

Gladstone Women's Health Centre is committed to service delivery that is non-judgemental and non-discriminatory. We are a client-led service that aims to see our clients be active participants in their own lives and decision making. Being a client-led service sees us further respect the rights of children and youth to lead healthy lives, engage in sound decision making, and reach their full potential.

**We offer women's health counselling and education, domestic and family violence services, and sexual assault counselling and education.**

## Contact Us:

- 07 4979 1456
- [www.gladstonestonewomenshealth.org.au](http://www.gladstonestonewomenshealth.org.au)  
Find copies of our feedback and complaints forms and this charter
- [info@gladstonewomenshealth.org.au](mailto:info@gladstonewomenshealth.org.au)

**Opening Hours:** 9.00 am to 4.30 pm, Monday – Friday  
(not including public holidays)