

List of our Services

- Counselling and support for life's challenges
- Counselling for Domestic/Family Violence
- Trauma counselling – for women survivors of childhood sexual assault
- Southern Women's Domestic Violence Court Advocacy Service
- Well Women's Clinic (provided by Albury Community Health)
- Group programs for women
- Health promotion
- Information, Referral and Advocacy
- No Interest Loan Scheme

Comments, Compliments and Complaints

We value your views and encourage you to make them known to us so we can improve the services we offer:

To make a comment or complaint:

Please complete the Women's Centre feedback form.



A Guide for Clients



645 Olive Street, Albury, NSW 2640
PO Box 1076, Albury, NSW 2640

Phone: 02 6041 1977

Fax: 02 6041 1726

Email: email@womenscentre.org.au

Welcome

The Women's Centre for Health and Wellbeing is a community based non-government organisation.

We are funded by NSW Health, Department of Human Services VIC and NSW Legal Aid and governed by a board of management.

The Women's Centre has been offering support to women of the Albury Wodonga and surrounding communities since 1986.

Who can use the services?

Women over the age of 16 are able to access services at the Women's Centre. No referral is required.

Are the services free of cost?

Yes services are provided at no cost. We are a not for profit organisation. Donations are welcomed. To find out more, please contact our Intake Worker on 02 6041 1977.

Interpreter Services

Interpreter services can be arranged free of charge. If you feel you may need an interpreter please speak to a member of staff or your worker.

Rights and Responsibilities

Clients of the Women's Centre for Health and Wellbeing Albury Wodonga have the right to:

- **Be treated with dignity and respect.**
- **Receive professional service** that protects your privacy and confidentiality.

- **Receive clear information about the range of services**, waiting times, a proposed care plan, and Access to referral and advocacy services.
- **Confidentiality** - information clients tell their Women's Centre health workers about themselves or others will not be available to anyone who is not involved in their health care, unless it is requested by law or the client's safety or that of another person is at risk.

To give consent before information is shared with another organisation, unless we cannot secure your consent and failure to share information would place you or another person at serious risk.

- **Your records are treated confidentially**, stored securely and are read only by staff directly involved in your care/service provision or in the monitoring of its quality.
- **Have access to their file.** If a client wishes to read their file, they are asked to make an appointment for this purpose with their worker or centre manager.
- **Accept or refuse the centre's services** – including to:
 - Not to treat an issue or condition
 - Withdraw their consent at any time
 - Not to take part in student placement or research
 - Seek a second opinion
 - Request or transfer their health care to another health worker or agency

- **Make a complaint**, suggestion or comment about any aspect of the service they've received.
- **Have your complaint, comments, questions and queries responded to** as required in a timely and respectful manner without effecting the care you receive.

Clients have the responsibility to:

- Be on time and come prepared for their appointments or phone the centre if they are unable to attend
- Respect the rights of other people using the centre
- Respect the role and dignity of staff and their right to a safe and pleasant work environment
- Respect the organisation's policies

Policy and Procedures

The Women's Centre follow certain Policies & Procedures which guide our work, these are outlined in a detailed Manual that is regularly reviewed and updated. As a client of the Centre you have a right to be informed of these Policies & Procedures. If you are interested to know more please ask a staff member who will organise with you to have access to a copy of our Policies & Procedures Manual.