



FREMANTLE WOMEN'S HEALTH CENTRE

RIGHTS AND RESPONSIBILITIES

Rights

Clients and carers at Fremantle Women's Health Centre have the right to:

- Be treated with respect, dignity, and consideration.
- Privacy and confidentiality.
- A safe and healthy environment.
- Quality professional services.
- Correct and current information about health issues and treatment options.
- Sufficient information to make an informed choice about treatment options.
- Give feedback about services, make complaints and have complaints and comments responded to in a timely way without adverse consequences.
- Be told what client records are kept, for what purposes and how you can access your information.

Responsibilities

Clients and carers at Fremantle Women's Health Centre are required to:

- Respect the rights of staff, other clients, carers and visitors.
- Work in partnership with FWHC staff to achieve your health and wellbeing outcomes.
- Respect FWHC property.
- Behave in a way that does not interfere with the safety and wellbeing of staff, other clients, carers and visitors.
- Wherever possible keep appointments. If you are unable to attend an appointment, notify reception 24 hours in advance. Fees may be charged otherwise.
- Pay any fees promptly.



 (08) 9431 0500 | Monday - Friday, 8:30am - 4:30pm

 1/60 Archibald St, WILLAGEE WA 6156

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