

YOUR CLIENT RIGHTS

- Respect and courtesy at all times.
- Confidentiality and privacy of information.
- Access to free interpreter services.
- Voluntary access to services and groups.
- Voluntary registration for membership.
- The right to request another counsellor (if available).
- Prompt and fair response to complaints.

WHAT ISHAR EXPECTS OF CLIENTS

- That you make bookings to access health services and groups at the Centre.
- That you arrive on time for your appointments.
- That you give at least 24 hours notice for any cancellation of appointments especially if you have requested an interpreter.
- That you are not under the influence of alcohol or other drugs.
- That you provide us with your correct contact information and notify us if there are any changes.
- That you make full payment of service fees where necessary.
- That you present your Medicare and Health Care Cards when accessing the services of the Well Women's Clinic at the Centre.

YOUR RIGHT TO COMPLAINT RESOLUTION

- If a client is not happy with the services received at Ishar, they need to make a complaint in writing and address this to the Director.
- If the client is unable to put this in writing, they need to book an appointment with the Reception to speak to the Director. However, the client should be aware that all discussions will be recorded in writing.
- Once the Director has heard or read the complaint, the matter will then be discussed with the concerned staff member(s). Based on the type of complaint, a resolution will be arrived at after consultation with the client and staff member.
- If the matter cannot be resolved at this level, it will then be forwarded to the Board for further action.

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