



# 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



114 South Street, Fremantle 6160



[enquiries@fwhc.org.au](mailto:enquiries@fwhc.org.au)