



FEEDBACK

If you are happy with your clinician and our service we would love to hear about it, likewise, if you have reason to complain we also want to know. If you would like to do this in a confidential manner without contact from us, you can complete one of our surveys available at our office or via website.

COMPLAINTS

If you would like to put in a formal complaint about a staff member or a service you have received with us, you can:

- Speak with your clinician
- Ask to speak with a manager
- Contact the Health & Disability Services Complaints office on (08) 9323 0600 or free call on 1800 183 583
- Contact the Ombudsman on 1800 117 000 or write to him via email to mail@ombudsman.wa.gov.au

A formal complaint will receive a full investigation and follow up response.

CONTACT US



5/20 Hamersley St,
PO Box 1548,
Broome, WA 6725

96 Coolibah Dr,
PO Box 1866,
Kununurra, WA 6743



Broome: (08) 9192 7888
Kununurra: (08) 9168 2560



www.boabhealth.com.au

Or find us on Facebook and Instagram!



Boab

Health Services

CONSUMER RIGHTS AND RESPONSIBILITIES

Complaints and Compliments

www.boabhealth.com.au

YOUR RIGHTS

You have the right to:

- To know the qualifications of your health provider and to have contact with a team of professionals.
- To receive a high standard of care which respects your belief system.
- To choose who will/will not be present at your visits, such as an interpreter, cultural navigator or support person/s.
- To be provided with appropriate information.
- To be actively involved in planning your care.
- To receive service free from abuse, exploitation, discrimination, coercion, harassment and neglect.
- To be able to ask questions and be fully informed about any treatment you are being offered.
- To obtain a second opinion about your treatment.
- All information will be kept confidential (unless at risk of harming self or others) and only shared with those you consent to, such as your doctor and other relevant health professional.
- To request to look at your notes through Freedom of Information procedures.

YOUR RESPONSIBILITIES

You are asked to:

- Treat people and property with respect and courtesy.
- Respect the privacy of others attending this service and keep any information shared in groups or while on visits confidential.
- Keep your scheduled appointments and notify us at least 24 hours prior to your appointment if you cannot attend or wish to stop using the service.
- Be involved in developing and participating in your care plan.
- Provide accurate information so your health provider can provide suitable assistance to you.
- Accept the legal responsibilities of your actions.



Boab Health Services has a Zero Tolerance for unacceptable behaviour and may choose not to provide you with a service if you:

- are under the influence of alcohol and/or illicit drugs when attending the service.
- are verbally or physically abusive.

