FEEDBACK AND COMPLAINTS

We value your feedback and want to hear about your experience with our clinicians and services. If you are happy with our service, we would love to hear about it. If you have a reason to complain, we also want to know. You can provide feedback or make a complaint in the following ways:

- Speak with your clinician.
- Ask to speak with a manager.
- Complete our feedback survey via our website or just scan the QR code with your phone camera. Responses are confidential.
- Contact the Health & Disability Services Complaints Office at (08) 6551 7600 or free call 1800 813 583.
- Contact the Ombudsman at 1800 117 000 or email to mail@ombudsman.wa.gov.au.

Scan the QR code with your smart-phone to take the survey

Boab Health Services

CONTACT US

Broome: (08) 9192 7888
Kununurra: (08) 9166 8100

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Broome, WA 6725

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PO Box 1866
Kununurra, WA 6743

www.boabhealth.com.au

Boab Health Services



YOUR RIGHTS AND RESPONSIBILITIES

We adhere to the Australian Charter of Healthcare Rights to ensure your safety and satisfaction.

YOUR RESPONSIBILITIES

- Provide informed consent
- Treat others and property with respect and courtesy.
- Respect the privacy of others attending this service and keep any information shared confidential.
- Keep scheduled appointments or give 24-hour notice for cancellations.
- Engage in developing and participating in your care plan.
- Provide accurate information for suitable assistance.
- Accept legal responsibilities for your actions.
- Boab Health Services has a Zero Tolerance policy for attending under the influence of drugs/alcohol or engaging in verbal/physical abuse.

YOUR RIGHTS

ACCESS

- You have the right to healthcare services and treatment that meets your needs.

SAFETY

- You have the right to receive safe and high-quality health care that meets national standards.
- Your health care and treatment should be based on the best available evidence, and your needs and preferences.

RESPECT

- You have the right to be treated with dignity, respect, and compassion.
- You should be ask,ed about your needs, and your care should reflect your choices.

PRIVACY

Consumers have the right to:

- Have their privacy respected, including privacy of their body, belongings, information, and personal space.
- Have information about themselves and their health kept secure, and confidential.

PARTNERSHIP

- You have the right to be treated as an equal partner in your health care. You can ask as many questions as you need to.
- Your clinician should talk to you about your health care openly and honestly.
- You can include other people in your care, such as family, friends, a carer or a consumer advocate.

INFORMATION

You have the right to:

- Get clear information about your health so that you can provide informed consent.
- Receive information about services, waiting times, and costs.
- If you need assistance understanding and using health information, we are here to help.
- Access your health information.
- If something goes wrong during your healthcare, we will inform you about what happened, how it may affect you, and what is being done to make care safe.

Boab Health Services