

At the Pregnancy Advisory Centre we promote women's rights to make informed decisions and to take power over their own lives. We are committed to providing the best service we can and this includes responding to any ideas for improvement or complaints you might have.

This pamphlet outlines your rights and responsibilities when using services at the Centre.

YOU HAVE THE RIGHT TO:

RESPECT -

- To be treated with respect and dignity including respect for your cultural beliefs.
- To competent, high quality health care.
- To health care regardless of your social or financial status, age, sex, race, religious or political beliefs, sexual preference, disability, health or legal status.

INFORMATION -

- To ask questions and be listened to.
- To be given information that is accurate, clear, and easy to understand.
- To adequate explanations regarding:-
 - possible outcomes
 - risks and possible complications
 - availability of services
 - waiting times
 - tests and results
 - effects of any drugs you will be given
 - the name, position, experience and qualifications of health workers.

- To see information kept about you by the Centre in case notes either personally or through another person of your choice and to have a copy of this information.

A fee may be charged for your application under the Freedom of Information Act 1991.

- To interpreter services including access to information in the language of your choice and interpreting services to assist in making a complaint.

MAKE YOUR OWN DECISIONS -

- To decide what happens to you including:-
 - choosing not to have an abortion or leave any condition untreated
 - giving your clear and voluntary consent before any procedure is carried out
 - being given a clear explanation of any form you are asked to sign
 - withdrawing your consent for any procedure
 - getting a second opinion or information from other sources
 - refusing any procedure and to be given an explanation of the possible consequences
 - refusing health care from a particular worker (including doctors, social workers or nurses)
 - refusing health care from students
 - refusing to participate in research.
- To decide who will be present when you receive health care information, for example a friend or family member. You can refuse the presence of health workers not directly involved in your care, students, researchers, and others, including family members.

- To choose the best option for yourself and the right to change your mind.
- To discharge yourself from the Centre after signing a form that this is done at your own risk.

CONFIDENTIALITY -

- To have all identifying personal information kept confidential and for no information, beyond that necessary for your care, to be available to people outside the Centre without your consent.
- As public servants staff are bound to keep client confidentiality except in circumstances where they are legally obliged to report information. This can arise when information is disclosed relating to the suspected abuse/neglect/mistreatment of a child or young person (under 18 years).

EXPRESS YOUR OPINION AND MAKE A COMPLAINT -

To make suggestions for improvement by:

- telling staff at the Centre
- writing a comment for the suggestion box in the waiting room
- returning the service evaluation form which you will be given when you leave.

If you have a complaint you can:

- talk to the health worker involved and tell them of your concerns
- talk to another health worker at the Centre

- Phone the Centre's Director on 8243 3999. You don't have to give you name.
- Write to the Centre's Director at PO Box 23, Woodville SA 5011. The Director will assess the situation, take whatever action is required and respond in writing to you, outlining the specific action taken to address your complaint, within 3 weeks.
- Contact a community advocacy agency. For advice contact the Women's Information Service in Station Arcade, North Tce, Adelaide opposite the railway station or
Ph 8303 0590
TTY 8303 0590
Toll free 1800 188 158
- Contact the State Health Ombudsman's Office at 50 Grenfell St, Adelaide or
Ph 8226 8699
Free call 1800 182 150
- Contact the Equal Opportunity Commissioner's Office at 45 Pirie St, Adelaide or
Ph 82071977
TTY 8207 1911
Toll free 1800 188 163
- You can also lodge a complaint under S69 of the Disability Discrimination Act with the Commission.
- Obtain your own legal or other advice if a complaint has not been dealt with to your satisfaction or if you wish to seek redress for any injury resulting from your health care at the Centre.

WHEN YOU USE THE CENTRE WE ASK THE FOLLOWING OF YOU:

- To be considerate of the rights of women using the Centre, especially their right to confidentiality and to treat staff with respect.
- To help staff by being aware that the more immediate and different needs of other women may mean that they are seen ahead of you.
- To tell staff your medical details especially about any problems, complications you have had before and any allergies.
- To follow the instructions for your care outlined by your health worker and in any pamphlets you may be given.
- To contact the Centre about any unexpected changes to your health.
- To let us know if our information or explanations have not answered your questions or been hard to understand.
- To let us know if you are unable to keep an appointment.

For further information contact:

*Pregnancy Advisory Centre
21 Belmore Terrace, Woodville Park SA 5011*

*Office hours: Monday to Friday
9:00am - 4:00pm*

Telephone: (08) 8243 3999

Fax: (08) 8243 3998

www.pregnancyadvisorycentre.com.au

SA Country Toll Free - 1800 672 966

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PREGNANCY ADVISORY CENTRE

Your Rights

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