

What We Offer

- General and Domestic Violence Counselling
- Groups and Workshops (therapeutic & psycho-educational)
- Case Management
- Crisis Support & Advocacy
- Community Development activities
- Health Promotion activities
- Massage appointments for low income women
- Special Projects
- Information & Referral
- Special events



How To Contact Us

69 Harris Street,
HARRIS PARK 2150

PO BOX 9177
HARRIS PARK 2150

Phone:
(02) 9689 3044

Web: www.cwhc.org.au

Email:
adminworker@cwhc.org.au

Opening Hours

Monday to Friday
9:00am—4:30pm

The centre closes
12:30pm—1:00pm
for lunch

Funded by Western Sydney
Local Health District



Feedback and Complaints Brochure

All complaints will be documented and recorded in line with our Feedback and Complaints Management and Record Keeping policies and procedures.

Our Aims

Our aim is to work towards improving the health of women in the Parramatta, Cumberland and Hills LGA through the prevention of domestic and family violence.

We hope to do this by working collaboratively with women to create change in their own lives and in the community.

Cumberland Women's Health Centre is:

- ◆ Run by women for women
- ◆ A place to feel comfortable asking for information and seeking support
- ◆ Supportive and friendly
- ◆ Open to all individuals who identify as women, regardless of ethnicity, sexuality, income or disability
- ◆ Financially accessible—our services are either free or



Feedback

If you think we're doing something right, please let us know, if you think we can improve, please let us know.

If you would like to give feedback on your experience at CWHC you are invited to complete our **Client Feedback Form** located in the reception area. You are also welcome to give feedback directly to one of our staff in person, via phone, text or email .

Informal Complaints

If you would like to make an informal complaint you are invited to speak with the relevant staff member or CWHC Manager.

The receiver of the complaint will attempt to resolve the issue. If resolution is not achieved, you are welcome to make a formal complaint .

Your views, including complaints, are an important part of our learning and improving, to create and maintain the best service possible for women's health and wellbeing

Formal Complaints

If you would like to make a formal complaint, please complete a **Client Complaint Form** available upon request.

All formal complaints will be acknowledged, assessed and investigated. The Manager will contact you within 2 working days of the complaint being received.

The Manager will investigate your complaint, and you will be contacted again within 7 days of the original complaint being received to receive the outcome/ resolution.

Complaint Escalation

If a complaint you make is not resolved to your satisfaction you can:

- ◆ Make an appointment /contact the Manager
- ◆ Have your complaint referred to the CWHC Management Committee
- ◆ Contact:

NSW Health Care Complaints Commission

Tel: (02) 9219 7444

Website: <http://www.hccc.nsw.gov.au/>

Women's Health NSW

Tel: (61) 02 9560 0866

Email: info@whnsw.asn.au