

MY RESPONSIBILITIES

To treat staff with respect.

Not to interfere with the wellbeing of other PBHR WA consumers or members of the public in and around the service.

To respect our request not to use, unsafely discard used equipment, or deal in and around the service as this may put PBHR WA at risk of being closed down.

COMPLAINTS & COMPLIMENTS

This is your service and we strive to make it the best we can.

Feedback from people who use our services helps us to improve what we do and how we do it. We are always happy to receive your compliments and/or complaints.

You can give us feedback in person, over the phone, in writing, via email, or by leaving us a Google Review.

To receive a personal response, where applicable, let us know how you would prefer to be contacted.

GET IN TOUCH WITH PBHR WA

IN PERSON OR BY PHONE

PERTH:

Suite 22 / 7 Aberdeen St

Phone: (08) 9325 8387

Mon - Fri: 10am to 5pm

Sat - Sun: 1pm to 4pm

Closed on public holidays!



PERTH MAP

BUNBURY:

97 Spencer Street

Phone: (08) 9791 6699

Mon - Fri: 10am to 3pm

Sat - Sun: closed

Closed on public holidays!



BUNBURY MAP

VIA EMAIL

info@harmreductionwa.org

IN WRITING

PO Box 8003 PERTH WA 6849



GOOGLE

**OR LEAVE US A
GOOGLE REVIEW**



peer based
harm reduction wa

CONSUMER RIGHTS & RESPONSIBILITIES



www.harmreductionwa.org

MY RIGHTS

ACCESS

I deserve evidence-based services that respond to my individual healthcare needs.

I deserve approachable and knowledgeable staff that can provide reliable, factual information and a high level of customer service.

I deserve socially, culturally, and physically appropriate services.

Staff will provide free equipment (within reasonable limits) to keep me safe if I do not have any funds or equipment to exchange.

RESPECT

I deserve to be treated in a friendly way, with openness, dignity, respect, and without judgement or discrimination.

I have the right to receive care that respects my culture, beliefs, values, and personal characteristics, and to be accepted for who I am as an individual.

I will always be welcomed back.

COMMUNICATION

I deserve to be informed about services, treatment, options, and any costs in a clear and open way.

I deserve to receive appropriate, factual, and evidence-based communication about my healthcare in a way that I can understand and rely on.

I have the right to ask questions and time to understand the information provided.

SAFETY

I deserve safe and high quality health services provided with professional care, skill, and competence.

COMPLAINTS

I have the right to complain and to have my concerns addressed promptly and appropriately.

I can file a complaint without experiencing any adverse consequences.

PRIVACY

I have the right to privacy and confidentiality as per the Privacy Amendment (Private Sector) Act 2000 of the Privacy Act (1988).

My personal information will not be stored without my consent.

My personal privacy will be maintained and the proper handling of my health and other information is assured.

I will be informed of any information that may be shared with any person, including family, partners, and other services.

PARTICIPATION

I deserve to be involved and heard in the decision making and planning process of services provided to me.

I can give, withhold, or withdraw consent to any service provision at any time.

I can leave at any time.

I have the right to a second opinion.