

FEEDBACK:

We value your feedback, positive or otherwise, as it can help us improve our services. We encourage you to raise any issues with staff as soon as possible so that they can be addressed. Having your say will not stop you receiving a quality service in the future.

If you would like to provide feedback or raise any concerns about the service you have received, we encourage you to:

1. Utilise our customer feedback forms that can be accessed online.

2. Talk to the staff involved with your case.

The staff looking after you may be able to help resolve any issues immediately. You may also approach the Operations Manager to help resolve issues or provide feedback.

3. Contact the Workers Health Centre CEO.

If the Operations Manager is unable to assist you with resolving your concerns, you can contact the Centre CEO on 02 9749 7666.

4. You may also contact SIRA

You may contact SIRA to raise any concerns if you feel you have not been treated fairly in relation to your Workers Compensation matter.

P. 13 36 77

E. contact@sira.nsw.gov.au

W. www.sira.nsw.gov.au

5. Your union or Unions NSW

Freecall 1800 688 919 or visit unionsnsw.org.au

6. The insurer managing your claim.



YOUR RIGHTS AND RESPONSIBILITIES



Parramatta

T. 9749 7666 F. 9897 2488

E. admin@workershealth.com.au

Newcastle

T. 4926 2129 F. 4929 1960

E. newcadmin@workershealth.com.au

workershealth.com.au

INFORMATION FOR INJURED WORKERS.

YOU HAVE THE RIGHT TO:

- Have your own choice of Rehabilitation Provider and Doctor to manage your recovery and return to work or illness.
- Be treated with dignity, respect, courtesy and without discrimination on the basis of age, gender, race religion, culture, disability or sexual preference.
- High quality services which are private and confidential delivered by qualified staff who abide by the WHC Code of Conduct.
- Clear information about your case and your job seeking options.
- Know that your personal information will be kept private and confidential.
- Choose to withdraw consent to any party at any time.
- Refuse care from a particular health care professional or service or ask for a second opinion.

YOU HAVE THE RESPONSIBILITY TO:

- Treat all staff and other visitors with respect, courtesy and without discrimination.
- Tell staff your medical history including medications taken, family history and information that is relevant to your injury or illness.
- Provide up to date Work Capacity Medical Certificates.
- Cooperate and participate in your Return to Work or Job seeking Programs.
- Keep appointments, or let staff know if you need to cancel or change an appointment more than 24 hour notice or provide a Medical Certificate.
- Tell staff if you do not understand any aspect of your Case Management.
- Tell staff if your religious or cultural beliefs make it difficult to agree with the recommended programs.
- Be fully involved, along with your Case Manager in decision making about your Return to Work.
- Ensure that if staff are visiting you at home that your home is free from tobacco smoke, harassment, violence and that all animals are restrained.



All Workers Health Centre facilities are smoke free.