

FEEDBACK/COMPLAINTS:

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/complaints form 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.

3. Contact the Workers Health Centre.

You can contact the Centre on 02 9749 7666, or admin@workershealth.com.au.

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 74 72

E. contact@sira.nsw.gov.au

W. www.sira.nsw.gov.au

5. Your union or Unions NSW.

Visit unionsnsw.org.au

6. The insurer managing your claim.



INJURED AT WORK?

Scan to access our online referral form.



Parramatta

T. 9749 7666 F. 9897 2488

E. admin@workershealth.com.au

Newcastle

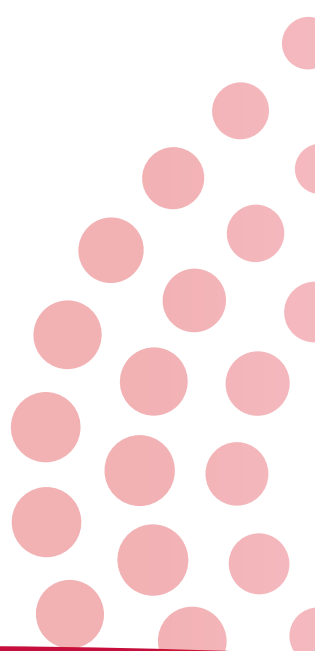
T. 4926 2129 F. 4929 1960

E. newcadmin@workershealth.com.au

workershealth.com.au



YOUR RIGHTS AND RESPONSIBILITIES



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.
- 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.

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 an up to date Certificate of Capacity.
- 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.