

Where you can find Palmerston

PALMERSTON CENTRE – Perth

134 Palmerston Street
Perth WA 6000
PO Box 80 Northbridge WA 6865
Telephone: (08) 9328 7355
Facsimile: (08) 9227 9158
Email: mail@palmerston.org.au
Website: www.palmerston.org.au

PALMERSTON FARM

Contact Palmerston Centre

PALMERSTON FREMANTLE – South Metro CDS

3rd Floor, Queen Street
Fremantle WA 6160
PO Box 1460 Fremantle WA 6959
Telephone: (08) 9430 5966
Facsimile: (08) 9335 3071
Email: fremantle@palmerston.org.au

PALMERSTON ROCKINGHAM – South Metro CDS

U3 / 3 Goddard Street
Rockingham WA 6168
Telephone: (08) 9529 2500
Facsimile: (08) 9529 1511
Email: rockingham@palmerston.org.au

PALMERSTON MANDURAH – South Metro CDS

22 Tuckey Street
Mandurah WA 6210
PO Box 904 Mandurah WA 6210
Telephone: (08) 9581 4010
Facsimile: (08) 9582 7062
Email: mandurah@palmerston.org.au

PALMERSTON ALBANY – Great Southern CDST

3/145 Lower Stirling Terrace
Albany WA 6331
PO Box 5498 Albany WA 6332
Telephone: (08) 9842 8008
Facsimile: (08) 9842 8719
Email: albany@palmerston.org.au



Consumer Rights and Responsibilities

Funding for Palmerston Association Inc is provided by the Western Australian Department of Health Drug and Alcohol Office, the Commonwealth Department of Health and Ageing, Lotterywest and the Alcohol Education and Rehabilitation Foundation, independent fundraising activities and donations from the public. Palmerston Association Inc is a registered charity and all donations are tax deductible.

PERTH • FREMANTLE • ROCKINGHAM • MANDURAH • ALBANY • FARM

Overview

Our aim is to ensure that you have access to a fair and professional service that is both responsive to your needs and empowering of you in exercising your rights and responsibilities. Your rights and responsibilities are set out briefly below, however, if you need any clarification on any of the points, please refer to the comprehensive Statement of Consumer Rights and Responsibilities available at all Palmerston branches. Staff will be happy to discuss the Statement with you.

At Palmerston, you can expect to:

- ◆ Be treated respectfully in all aspects of your contact with the agency.
- ◆ Access quality, professional and non-discriminatory care.
- ◆ Be supported to express your views on our service and to have those views heard.
- ◆ Have access to information that will allow you to make informed decisions regarding your treatment.
- ◆ Access a confidential service and have your privacy respected, (except where you or another is at significant risk).

You can support us to deliver a quality service by:

- ◆ Treating staff and other clients with courtesy and respect.
- ◆ Participating in your treatment or program and by advising staff if you no longer intend to continue with that treatment or program. It is also helpful when you advise us if you cannot attend a set appointment.
- ◆ Providing us with accurate information regarding your drug or alcohol use, your relevant medical conditions and medical treatments so that we may provide the treatment that is most suitable to your needs.
- ◆ Paying any fees due in a timely manner.
- ◆ If you are a resident at our residential service, by abiding by the terms of your Resident's Contract.

Complaints and Compliments

We are always happy to receive your feedback as it allows us to review what we are doing and how we are doing it. You may provide your feedback in a number of ways:

- ◆ In person to a staff member
- ◆ By telephone to a staff member
- ◆ In writing to a staff member
- ◆ Via our suggestion boxes

If you wish to receive a personal response, you will be required to provide your name and contact details.

For further information on making a complaint, please request a copy of our Complaints Policy.

Health Advocacy

The following organisations may be able to assist you if you wish to use an advocate to assert your rights and responsibilities:

WASUA Phone: 9227 7866
(Western Australian Substance Users' Association)

Health Consumers' Council Phone: 9221 3422
or freecall 1800 620 780

Office of Health Review Phone: 9323 0600
(Country freecall) 1800 813 583

For further information on advocacy, please request a copy of our Advocacy Policy.