

hepatitis *wa*

*Client Information
Brochure*



[www.hepatitis *wa*.com.au](http://www.hepatitiswa.com.au)

Welcome to HepatitisWA

We have put this booklet together to provide you with information about our organisation along with information about what you can expect from us whilst you are a client. We hope that you will find this booklet informative and please do not hesitate to ask if there is anything you would like clarified or if you have any further requests for information.

Who we are:

Our Mission: To promote community awareness and respond to the needs of people affected by viral hepatitis.

We Aim to:

- Provide support, information, advocacy and referral services for people affected by viral hepatitis
- Prevent the transmission of hepatitis B and C
- Improve community knowledge of hepatitis B and C
- Promote existing treatment programs and research for a cure.

Our Values: All clients and staff will be treated with dignity and respect.

We stand for:

- Confidentiality of client information
- A non-judgemental and non-discriminatory approach to clients
- Harm reduction as the basis of primary prevention
- Strategic alliances with relevant groups and organisations
- Services of high quality based upon professionally trained staff and volunteers
- An holistic approach to client needs, and
- Health as a right, not a privilege

When we are open:

Our office hours are Monday to Friday, 9.00am to 5.00pm

Fees:

There is no fee for services to clients.

What Services we Provide:

- One-on-One Support
- Support Groups
- Referral
- Information
- Education
- Treatment Updates

HepatitisWA is committed to maintaining the confidentiality and privacy of all clients and so we are bound by the agency confidentiality and privacy policies along with the National Privacy Act. This includes safeguarding all written and recorded information about clients in an appropriate manner such as locked filing cabinets and password protected data bases.

No information about a client will be disclosed to anyone outside of the clients support team, unless it is with their informed consent.

No information about a client will be divulged to a third party without the expressed consent of the client unless there is a legal obligation to do so.

If you require any further information about these issues please speak to your Support Officer.

As a client you have the right to:

- Be treated with care, consideration, dignity and non-discrimination;
- Confidentiality (unless your records are subpoenaed for police or court purposes);
- Privacy as per HepatitisWA Privacy Policy;
- Be informed of all services;
- Access information, support and referral services;
- Give consent to whom your information is shared with;
- Be provided with the opportunity to ask questions about what you are consenting to, and time to understand the information provided;
- Withdraw consent at any time;
- Know that any personal records are well maintained and securely stored;
- Access your personal records as per the Privacy Policy;
- Be informed of any requirements to participate in HepatitisWA;
- Be involved in any planning and decision making process that impacts on you;
- Appoint someone to assist you in the decisions making process;
- Be offered an interpreter service;
- Be informed of any costs associated with the service;
- Provide feedback;
- Access HepatitisWA's Client Complaints Policy on request;
- Ask to speak to management if not happy with the quality of service;
- Leave at any time.

As a client you have the responsibility to:

- Treat staff with care, consideration and dignity;
- Respect other clients of HepatitisWA;
- Respect the Needle and Syringe Program of HepatitisWA and not jeopardise the service by participating in drug related activities within the immediate vicinity of the service;
- Keep appointments on time;
- Advise staff if you are going to be late or need to cancel your appointment;
- Ask questions of the services if you do not fully understand;
- Inform staff of relevant issues as accurately as possible to enable appropriate care.

What else can we do for you?

Please let us know if you would like:

- To be included on our mailing list for updates on viral hepatitis, treatments etc.;
- To receive our quarterly magazine;
- To join a support group;
- Become a member.

Please feel free to visit our website for more information at www.hepatitiswa.com.au

Call us on
(08) 9328 8538 (Metro) | 1800 800 070 (Country)

Or call in and see us at
134 Aberdeen St, Northbridge 6003

