

Services we offer at CWHC...

- Counselling, General and Domestic Violence
- Groups (therapeutic & psycho-educational) and workshops
- Community Development activities
- Health Promotion activities
- Massage appointments for low income women
- Special Projects
- Information & Referral
- Special events



Cumberland Women's
Health Centre is located
at 23 Albion St Harris
Park 2150

Our opening hours are:

Monday - Thursday 9.00am– 4.30pm

Friday by appointment only

The Centre closes 12.30-1pm for lunch

All women are welcome

PO Box 9177, Harris Park NSW 2150

P (02) 9689 3044 F (02) 9689 3844

E: adminworker@cwhc.org.au

Cumberland Women's Health Centre

➤➤ Feedback and Complaints





Feedback and Complaints

If you think we're doing something right, please let us know, if you think we can improve, please let us know.

Complete a feedback form and place in the box provided in the reception area.

Call us on (02) 9689 3044

IF you have a complaint about the service you've received:

- Speak with your service worker or;
- Ask to speak to the manager.
- Phone the manager on (02) 9689 3044.

Your views, including complaints, are an important part of our service delivery standards for women's optimum health and wellbeing.

If a complaint you make is not resolved to your satisfaction:

You can

- Make an appointment / phone contact the manager.
- Have your complaint referred to the CWHC management committee.
- Contact the NSW Health Care Complaints Commission and Women's Health NSW.

Health Care Complaints Commission

Tel: (02) 9219 7444

<http://www.hccc.nsw.gov.au/>

NSW Ombudsman

Tel: (02) 9286 1000

<http://www.ombo.nsw.gov.au/>

What we will do

- The manager will contact you within 2 days of the complaint being received.
- The manager will investigate your complaint, within 7 days of the original complaint being received.
- The manager will contact you with the appropriate response .

The Centre's Aims

Our aim is to work towards improving the health of women in the Parramatta, Holroyd, Auburn and Baulkham Hills local government areas.

We hope to do this by working collaboratively with women to create change in their own lives and in the community.

Cumberland Women's Health Centre is:

- Run by women for women
- A place to feel comfortable asking for information and seeking support
- Supportive and friendly
- Open to all women, regardless of ethnicity, sexuality, age, income, disability or class.
- Financially accessible— our services are either free or of low cost.