

Privacy and Confidentiality

WHEQ aims to assure participant of their confidentiality, within legal and ethical practice guidelines. WHEQ provide participants the privacy and confidentiality policy during first contact. Participants can request to discuss the WHEQ confidentiality and privacy policy any time.

As a participant you can choose to remain anonymous or use a pseudonym (alias) if you do not wish to use your own name.

The participant has a right to know the limitations on confidentiality at WHEQ. These limitations will be explained by a WHEQ staff member on first contact.

Records

Participants have the right to access to their information kept by WHEQ. Participants can access this upon receipt of written request to WHEQ. Participants will access their file in the presence of a WHEQ staff member, and or a support person of their choice.

Referrals

Participants have the right to request, decline and participate in the referral processes offered by WHEQ staff. This includes the right to request an alternative staff member or service to meet individual needs.



Provide feedback including complements and complaints

Participants have the right to provide feedback, make comment, or complain about WHEQ service without reprisal. Participants also have the right to have the complaint dealt with fairly, promptly, and confidentially.

Participation

Participants have the right to be informed of strategic and operational plans regarding WHEQ services. Participants will direct the services required to support their healing journey.

It is the Participants right to consent or not consent to participate in auditing, surveys or research projects.

Connect With Us

Phone: 1800 017 676
Website: <http://wheq.org.au>
Facebook: [@WomensHealthQld](#)
Twitter: [@HealthQld](#)
Instagram: [@WomensHealthEqualityQld](#)

