

Your comments help us to improve our service

We love hearing when we've done well, but we know things may not always go as planned. If you feel uncomfortable at any time during your visit to FPQ, please immediately advise the staff member you are seeing.

We encourage you to let us know if you are unhappy with any aspect of our services by making contact with the Clinic Coordinator at the clinic you've attended as soon as possible. The Clinic Coordinator will listen and ask you for details about your concerns and then follow up with appropriate action.

You may also put your complaint in writing to our CEO. Please outline the details of what happened and the steps you would like taken to address your concerns. Please address any written complaint to:

Chief Executive Officer
Family Planning Queensland
PO Box 215, Fortitude Valley Q 4006
or via email to ceo@fpq.com.au

You can also speak to the CEO to discuss your concerns by calling 07 3250 0240.

If you still feel the problem has not been resolved to your satisfaction, you can contact:

Health Quality and Complaints Commission (HQCC)
GPO Box 3089, Brisbane Q 4001
Telephone (07) 3120 5999
Toll free call 1800 077 308

HQCC is an independent organisation. One of the Commission's functions is to deal with complaints involving health professionals and organisations.

FPQ doctors and nurses are available by appointment for confidential consultations on weekdays.

Some clinics have times when you can drop in to see a doctor or nurse without an appointment.

If required, an interpreter can be booked for you when you make your appointment.

Contact your local FPQ clinic for more details about opening hours or to make an appointment:

Brisbane	07 3250 0200
Cairns	07 4051 3788
Ipswich	07 3281 4088
Rockhampton	07 4927 3999
Toowoomba	07 4632 8166
Townsville	07 4723 8184

Appointment times are valuable. It's important to let us know if you can't make it.

In addition to clinical services FPQ offers:

- education services
- training courses
- resources
- sexual assault counselling

For more information about FPQ visit our website:

www.fpq.com.au

About your FPQ clinic

fpq
Family Planning Queensland

Family Planning Queensland

Sexual and reproductive health for all

Clinic services

Contraception:

- emergency contraception
- hormonal methods including pills, implants (Implanon rod) and injections
- diaphragm fitting
- intrauterine devices (IUDs) – hormonal and non-hormonal assessment and insertion
- condoms

Sexual health checks:

- testing and treatment for sexually transmitted infections (STIs)
- HIV testing
- information about prevention of STIs

Other services include:

- Pap smears
- breast examinations
- pre-pregnancy planning
- pregnancy testing and counselling
- menopause information and management
- information and assessment of fertility problems
- information and assessment of sexual difficulties
- menstrual problems

Our clients

Women and men of all ages are welcome at FPQ.

As a client of a health service, young people have the right to confidential health care provision, including contraception.

FPQ nurses and doctors support young people to make informed decisions about their sexual health and relationships.

Confidentiality

We take protecting your private health information very seriously. Our staff will talk with you about your health and collect personal health information when you visit a clinic. This helps provide a quality service. Our staff are not allowed to give out information about what is discussed during your visit to the clinic. Information about you (this includes whether you have been to our clinic) will not be given to anyone else – including your parents, partner, friends or other family members – without your consent.

In exceptional circumstances, clinic staff may need to discuss or pass on information to someone else. For instance, staff are required to notify relevant authorities about a young person, under the age of 18, who is considered to be at serious risk of harm. Even so, staff will usually discuss this with you first and obtain your consent to do so.

If you have concerns about anything related to your private health information, please feel free to speak to our staff and/or your treating nurse or doctor.

Full details of the FPQ privacy policy can be viewed online at: www.fpq.com.au/pdf/ClinicPrivacyPolicy.pdf or a staff member can provide a copy.

Fees

All of our services are free or low cost. To access our services, clients pay a small annual fee:

Under 18	\$10 per year
Concession card holders	\$15 per year
Standard fee	\$30 per year

FPQ is committed to serving all clients regardless of their ability to pay. Please speak with your doctor, nurse or our receptionist if you are unable to pay your annual fee.

We offer a range of prescription and non-prescription contraceptive products at reasonable prices.

Some services, special tests or medications may have associated costs, such as intrauterine devices (IUDs) and hormonal implant insertions and removals.

Where the money comes from and where the money goes

FPQ receives some funding from Queensland Health to support the operation of our clinics. Your annual fee helps us cover clinic costs. We also rely heavily upon donations to ensure services are available to those most in need.

You will be invited to make a tax deductible donation on top of your annual fee. Your donation supports your local clinic and the clients we serve.

You may want to make more than a donation – and become a member of FPQ. Joining forces with FPQ, our members strengthen our vision for sexual and reproductive health for all. Ask a staff member for more information or visit our website www.fpq.com.au/pdf/MembershipApplicationForm.pdf

Clinical training and what that means for you

An important part of our work includes supporting qualified doctors and nurses to undertake specialised training in sexual and reproductive health. They train in our clinics under the supervision of FPQ staff so that they develop higher level skills in providing services to people across Queensland.

This may mean that you could have an additional doctor or nurse involved in providing care during your consultation. Sometimes we also have medical or nursing students observing at our clinics.

We will first ask if you are willing to have this person involved in your consultation. Please advise the receptionist or any staff member if you do not wish to have any other person involved in your care.