



Welcome to Black Swan Health



About Us

Black Swan Health is a community health provider specialising in the design and delivery of safe and high-quality clinical services and supports. Our personalised services positively impact individuals across four primary service areas:

Physical Health

Our dedicated team of multidisciplinary allied health professionals provide therapy, education and support to individuals and their carers to enhance their personal health and wellness. Services include physiotherapy, dietetics, chronic pain management, diabetes education and support, and exercise physiology. We offer tailored programs to support clients with cardiovascular, respiratory, nutritional, and psychological health needs.

Mental Health

Our specialised team of Clinical and Registered Psychologists, Counsellors and Mental Health Specialists deliver mental health services to children and adults. Our adult services include psychology services, assessments, Psychosocial Support Program and an Employee Assistance Program. Our clinicians also deliver programs to youth through headspace and headspace Early Psychosis services.

NDIS Services

As a registered NDIS provider, we deliver support coordination, recovery coaching and therapy services (including psychological supports) designed to assist individuals in achieving their personal goals. We are committed to providing participants with the services and community connections they need to live healthy and fulfilling lives.

Black Swan Street Doctor

Our street doctor service is a free, mobile medical and counselling service designed to assist marginalised, disadvantaged, and homeless populations throughout Perth's southern suburbs. The Black Swan Street Doctor team work closely with local community support services, medical specialists and allied health professionals to ensure a high level of patient care.

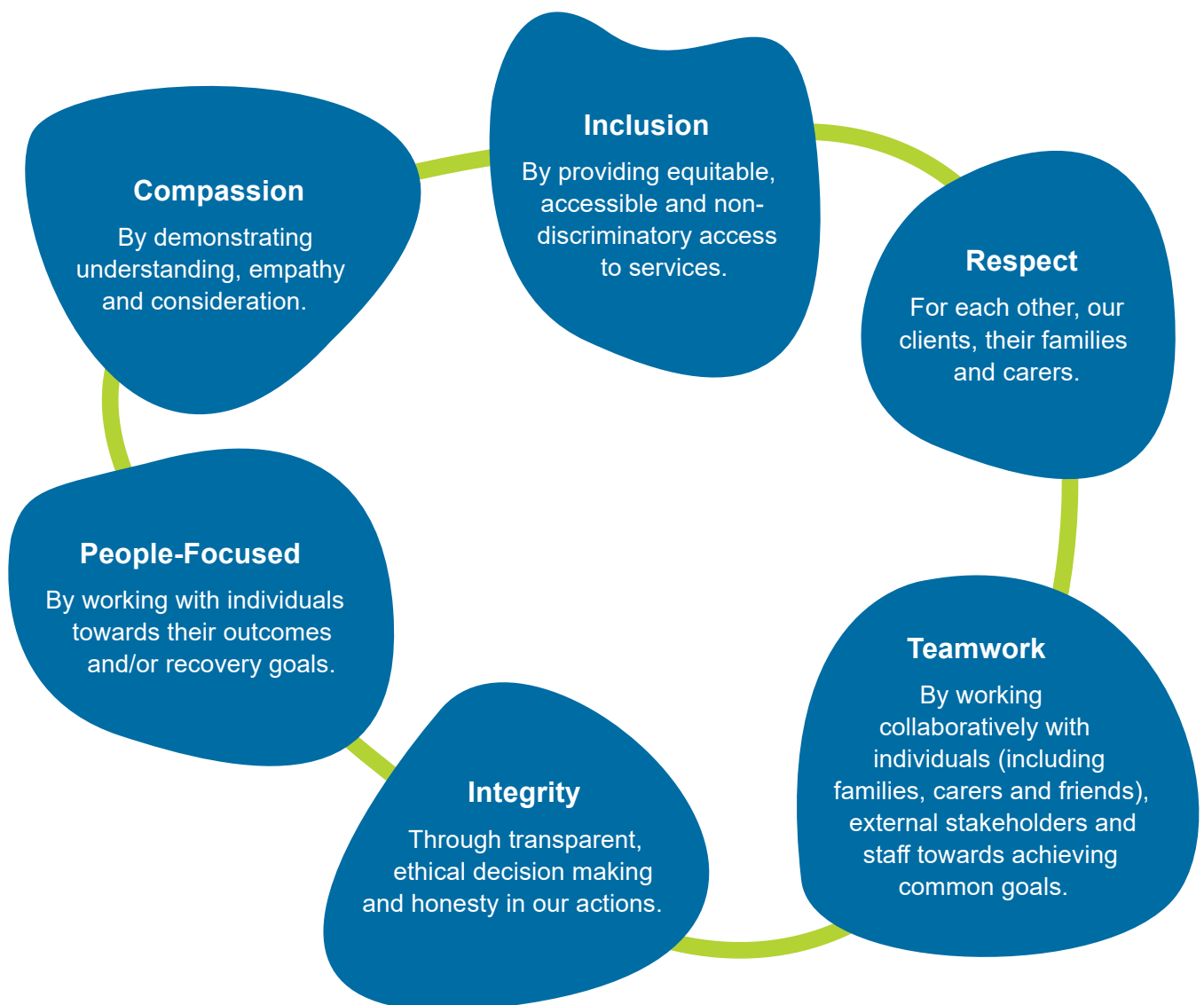




Our Vision

Black Swan Health leads the way in the delivery of health care, and disability supports and services.

Our Values



Rights and Responsibilities

Your Rights

Black Swan Health is dedicated to ensuring your rights are respected throughout your experience with us. We refer to the Australian Charter of Healthcare Rights to guide our approach to acknowledging and respecting the rights of our clients.

Access

At Black Swan Health we respect your right to access safe, quality services which are tailored to your needs and preferences. We work with you to ensure the services we provide support you to achieve your health and wellbeing goals.

Safety

We respect your right to access safe, quality services and to feel physically and emotionally safe. We are committed to providing high-quality services, in a safe and welcoming environment.

Respect

We uphold your right to be treated with respect and dignity and to have your identity, culture and diversity valued. We adopt a person-centred approach to service planning and delivery to ensure the services you receive are tailored to your needs and align with your individual choices.

Partnerships

At Black Swan Health you have the right to make decisions and choices regarding the planning and delivery of the services you receive. We will support and respect your decision to involve others in your care if you choose.

Information

We respect your right to open, timely and appropriate communication about the services you receive. We will ensure the information you need to make informed choices about the services you receive is given to you in a way that is easy for you to understand. We can support you to access an advocate or translator if you need.

Privacy

We are committed to the principles outlined in the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012. We will protect your personal information and support your decision to access the information we hold regarding you should you request it.

Give Feedback

At Black Swan Health we value and encourage open and honest feedback and utilise the feedback we receive to continue to improve our services. We provide multiple avenues to give feedback regarding your experience with Black Swan Health and aim to respond to all feedback fairly and promptly.



Family and Carer Rights

Black Swan Health refer to the Carers Recognition Act 2004 in our acknowledgement of and respect for any people you choose to be involved in your services with us. All carers have the right to provide feedback and complaints to Black Swan Health regarding our services and, with your consent, also have the right to:

- Be recognised, respected and supported as partners in providing care and services.
- Be involved in providing essential information to Black Swan Health throughout your service period.
- Receive clear information about your condition and the possible benefits and risks of different tests and treatments.
- Be provided with assistance in their supporting role.

Your Responsibilities

When accessing Black Swan Health services we ask that you:

- Respect the rights of Black Swan Health employees including their right to work in a safe environment.
- Treat our employees without exploitation, abuse, discrimination or harassment.
- Partner with us by providing accurate information which enables us to plan and deliver safe, high quality, individualised care and services.
- Advise us of any changes to your preferences or needs as they arise.
- Provide reasonable notice should you not be able to attend a scheduled appointment.
- Raise any concerns or feedback regarding your experiences with Black Swan Health.

Privacy and Confidentiality

Black Swan Health is committed to protecting your privacy and confidentiality. We do this by:

- Ensuring all your information is stored securely.
- Only collecting information about you which is relevant to the services we provide and enables us to achieve the best possible service outcomes for you.
- Explaining to you why we collect the information we do and how we use it to provide individualised services.
- Seeking consent from you prior to sharing your information with other organisations, government departments or individuals.
- Only sharing information when it is necessary to ensure safe and quality services are provided to you, to improve our business practices, or to meet our legislative requirements.
- Respecting your right to withdraw consent for us to share your information at any time.
- Conducting appointments with you, and any others you wish to include in your services, in a private setting.
- Providing you with access to the information we keep about you, upon your request.
- Updating your information when required to ensure our records remain accurate.
- Supporting you when you have a complaint or query regarding how we manage your personal information.
- Ensuring our employees are educated regarding managing and respecting your privacy and confidentiality.
- Disposing of confidential and personal information securely when it is no longer necessary, or we are no longer required to keep it.

Providing Consent

We will seek your consent either verbally or in writing throughout your service experience with us. This includes seeking your consent to the types of services you receive, the information we collect about you, information sharing with third parties and seeking your approval should you wish to involve other people in your care.

Black Swan Health will seek your informed consent for the sharing of your information in all situations unless:

- We are obliged by law to disclose your information.
- The disclosure is reasonably necessary to prevent or lessen a serious threat to the life, health or safety of a person or group of people.

You can withdraw or change your consent to share information and/or your permission for a third party to act on your behalf at any time.



Accessing Your Personal Information

You can ask to see the information we keep about you and we will support you to access this information, within 30 days of your request. We will provide your information to you in a format which is accessible by you. Alternatively, you can nominate a representative to access your records held by Black Swan Health.

If you have any questions regarding privacy and confidentiality, how we collect and manage your personal information, to enquire about accessing your personal information, or to request a copy of our Privacy Policy, please contact our office.

Feedback and Complaints

Black Swan Health values feedback from individuals, carers, family, and visitors to enhance services and plan for the future. Feedback can be shared in various formats, including anonymously, in person, by phone, in writing, or via feedback forms on our website at <https://www.blackswanhealth.com.au/feedback/>

All feedback is treated confidentially, and responses will be provided fairly and promptly. We treat all feedback and complaints with confidentiality and we will respond to all feedback fairly and promptly.

Feedback can also be made directly to: NDIS Quality and Safeguard Commission on 1800 035 544 or online at [ndiscommission.gov.au](https://www.ndiscommission.gov.au)

Advocacy

An advocate is any person you choose to act or negotiate on your behalf regarding your services with Black Swan Health. This may be a family member, friend or an advocacy service.

If you choose to have an advocate involved in your services with Black Swan Health you can decide how and when your advocate is involved and change your preferences at any time you wish by contacting us.

If you wish to appoint an advocate you can advise us in writing, including the details of the person you wish to act as your advocate. If you would like help in finding and appointing an advocate, please contact us and we will support you to access an advocate of your choice.

Contact Us



Our Locations

Osborne Park

Head Office

137-151 Main Street
Osborne Park WA 6017

Clarkson

19 Coloundra Road
Clarkson WA 6030

Joondalup

First Floor, Suite 9
Sanori House
126 Grand Boulevard
Joondalup WA 6027

Midland

Suite 19, 53 The Crescent
Corner of The Crescent
and Sayer Street
Midland WA 6056

Fremantle

Suites 105-108
First Floor Wesley Central
Corner Cantonment and
Market Street
Fremantle WA 6160

Success

Suite 8
Cockburn Integrated Health
11 Wentworth Parade
Success WA 6164

Rockingham

Rockingham Lotteries House
6 Civic Boulevard
Rockingham WA 6168

Mandurah

Mandurah Lotteries House
7 Anzac Place
Mandurah WA 6210

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www.blackswanhealth.com.au