

You asked

We listened



We love hearing your feedback about our services, including what you like and how we can improve. Clients can give feedback via our website, text message, or when they are at SHQ. We also complete regular client surveys. We will act on your feedback wherever we can, and share the results of what we've done. Here is a summary of the recent changes we've made.

What you wanted

What we have done

Inclusive toilet signage

Developed and displayed new consumer-approved, inclusive toilet signage

Pronouns

- Added section for pronouns to client intake forms
- Added section for pronouns to staff email signatures
- Added section for pronouns to name badges for course participants

Dams in waiting room

Commenced offering free dams in clinic waiting room, in addition to free condoms

Environmentally friendly cups in waiting room

Investigated pricing and committed to introducing by end of 2019

Flags

Added transgender, non-binary and intersex flags to staff email signatures and website

Clearer drop-in clinic information

Updated drop-in clinic information on our website

More information about intrauterine devices

Created new webpage outlining IUD procedures and costs

