

## YOUR CLIENT RESPONSIBILITIES

To assist us to provide the best possible service, we ask that you:

### INFORMATION

Give us accurate information and keep us informed of changes in your circumstances.

### RESPECT

Show respect to staff and other clients and property, and act courteously.

### PRIVACY

Respect the privacy of others attending BCH by keeping in confidence any information shared.

### APPOINTMENTS

Keep your appointments or inform us as early as possible if you are unable to attend.

### PARTICIPATE

Actively involve yourself in decisions about your care, by asking questions and voicing your concerns. We welcome your suggestions about how to improve your care and will work in partnership with you.

### SAFETY

Follow safety procedures while at health centres, e.g. parking restrictions, no smoking. No alcohol or illicit drugs are to be brought onto the premises.

Keep our staff safe by informing BCH that you have an illness that may be infectious to other people eg; chicken pox, hepatitis, shingles etc

### HOME ENVIRONMENT

Provide a safe environment during home visits including restraining pets and smoke free.



✓ **CONSUMER REVIEWED**

This publication has been reviewed by a health service user

## BOOKINGS AND APPOINTMENTS



1800 007 224

Email: [intake@bch.org.au](mailto:intake@bch.org.au)

Fax: (03) 5258 0864



You can make an appointment yourself or ask your doctor, health worker or other service for a referral.

Eligibility criteria and waiting periods may apply to some of our services.

BCH acknowledges the traditional Custodians of the land where we work, and pay respects to Elders past & present.

## HEALTH CENTRE LOCATIONS

### DRYSDALE

23 Palmerston Street  
Monday - Friday  
8:30am - 5:00pm

### OCEAN GROVE

78 Presidents Ave  
Monday - Friday  
8:30am - 5:00pm

### PORTARLINGTON

39 Fenwick Street  
Monday - Friday  
8:30am - 5:00pm  
Fax: (03) 8513 6202

### DRYSDALE YOUTH

Peninsula Drive - Behind  
Bus Shelter Number 5  
Monday - Friday  
9:00am - 5:00pm  
Fax: (03) 5251 5099

### POINT LONSDALE

2 Nelson Road  
Monday - Friday  
8:30am - 5:00pm

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[www.bch.org.au](http://www.bch.org.au)

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ABN 96 536 879 169

# Client Rights and Responsibilities



**bch** Bellarine  
Community  
Health

*With you for life*

**Bellarine Community Health provides specialist health services for all ages across five locations on the Bellarine.**

**We are committed to providing quality, affordable health care.**

## **GIVE US FEEDBACK**

If you wish to complain about our service we ask that you first speak to the staff member concerned or their manager, or you can contact the Chief Executive Officer in writing.

'**Have Your Say**' forms are available at reception or from service providers. They can be placed in the locked box at reception or posted to:

**Chief Executive Officer, BCH Ltd.  
23 Palmerston Street, Drysdale, 3222**

You can also email at [haveyoursay@bch.org.au](mailto:haveyoursay@bch.org.au) or download a feedback form from our website.

If you feel your concerns need further attention you can also contact:

Aged Care Complaints Commissioner

 1800 550 552

Elder Rights Advocacy Services

 1800 700 600

Department of Health & Human Services

 1300 650 172

Office of Public Advocate

 1300 309 337

Office of the Health Complaints Commissioner

 1300 582 113

State Ombudsmen

 1800 806 314

NDIA

 1800 800 110

## **YOUR CONSUMER RIGHTS**

Any person of any age can access our services and as a client, you have the right to expect the following:

### **RESPECT**

We listen to your needs and concerns and will respond in a sensitive and prompt manner.

### **FAIRNESS AND DIGNITY**

We consider the needs of our diverse community and we do not discriminate regardless of your beliefs, lifestyle or culture.

### **PRIVACY AND CONFIDENTIALITY**

We treat your information in a private and confidential manner, in accordance with legal requirements (Health Records and Privacy Acts).

### **ACCESS TO INFORMATION**

We can give you access to your file in accordance with the law (Freedom of Information Act). We will provide clear information about your health care and all available services at Bellarine Community Health

### **ADVOCACY**

You can nominate a person of your choice to be present with you or to act on your behalf during your contact with us. Other options may include the Office of Public Advocate and Elder Rights Advocacy Service. We can assist you to access these if needed.

### **QUALITY HEALTH CARE**

You can expect quality health care based on recognised standards and ethics.

## **REFUSAL**

You can refuse to accept treatment or advice from our clinicians or to be involved in research and surveys. You can refuse the presence of, or treatment by student health care workers.

## **PARTICIPATION AND CHOICE**

You will be fully informed and involved in decision making about your care. You can give consent for and receive only those services that you wish to receive. You are welcome to seek a second opinion.

## **LANGUAGE SERVICES**

You can request a professional interpreter to help us communicate with you.

## **COMMENT, COMPLIMENT OR COMPLAIN**

If you are not happy with the service you receive, your complaint will be investigated and acted on fairly and promptly. We welcome your compliments as well.

## **SAFETY AND SECURITY**

You can expect to receive services in an environment that is safe, clean, accessible and secure. You will be informed if your service is altered due to extreme weather conditions.

## **FEES**

You can expect to be informed of any fees associated with your care, please refer to the brochure [Information on fees for individuals](#) available from Bellarine Community Health service providers and reception centres.