



bendigo
Community Health
services

CONSUMER INFORMATION BOOKLET



Connect with us at www.bchs.com.au

Welcome - we are here for you

We want you to know what services are available for you, your family and your friends.

We are keen to work with you to find the very best solution we can for your health or wellbeing concern. We will do this respectfully, in a manner that seeks to empower you and provides you with informed choice.

Our staff care about you and want to understand what is most important as they work with you.

Please speak up. We are here to listen.

Welcome to our services.



Gerard José
Chief Executive Officer

Our values

Respect

Inclusive

Integrity

Innovation

Togetherness

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So what is a community health service?

Bendigo Community Health Services is a place you can go to for health care, no matter who you are, where you live or how much you earn. We offer a range of primary and community health services, most of which are free or have minimal cost and are available to everyone.

We work with all people and are committed to treating the whole person. We have GP services, family and children's services, mental health, alcohol and other drug services and healthy lifestyle programs, to name a few and they are available to our community and some to people across the region.

Bendigo Community Health Services provides services to all sectors of the community regardless of background, where you live, what you look like, what you think or what you believe.

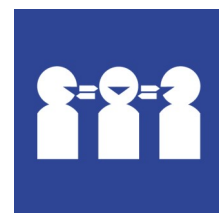
We are a not for profit organisation located within the City of Greater Bendigo.

Interpreter services

Interpreter services can be provided if required. A staff member can arrange this for you.

How can we help you?

Are there any other issues you wish to discuss?



Consent

Treatment you receive from Bendigo Community Health Services may involve discussion regarding your health and relationships and/or require you to be physically 'treated' or 'ministered' to by a care provider.

We will ask for your permission to share your information when the provider is external to Bendigo Community Health Services.

Consent: how do I give it?

We ask for your verbal and/or written consent before any information about your health care is shared with other agencies except in exceptional situations that require the service to breach confidentiality, ie mandatory reporting of child abuse, where there is a threat to your own or other's personal safety or if your record or health worker is subpoenaed by a court.

In order to provide you with the best possible care, your worker may consult with other Bendigo Community Health Services professionals which means auditing of client records will occur from time to time.



Privacy

Bendigo Community Health Services complies with the Health Records Act, 2001 and Information Privacy Act, 2000.

Why is sharing my information important?

The information we share helps us to assess, maintain or improve your health or to diagnose an illness, injury or disability.

How is my personal information protected?

Bendigo Community Health Services believes in your right to privacy and is bound by law to protect personal and health information from misuse or loss, unauthorised access, modification, disclosure or destruction.

What are my rights?

- ♦ You have a right to know what personal and health information is being documented and collected about you.
- ♦ You have a right to know why it is being collected.
- ♦ You have a right to know how it will be used and who will have access to it.
- ♦ You have a right to access the information and amend any information you believe is incorrect.

Please note that some requests for information may take up to four (4) weeks and a fee may be charged.

How can I access or change my information?

You can speak to a Bendigo Community Health Services health worker or write to:

Gerard José
Chief Executive Officer
Bendigo Community Health Services
PO Box 1121
Bendigo, Vic 3552

To obtain more information about privacy, please contact:

Office of the Victorian Privacy Commissioner
Free call: 1300 666 444
www.privacy.vic.gov.au
Email: enquiries@privacy.vic.gov.au

Consumer rights

As someone who accesses our service, it is important for you to be informed about your rights as a service user and be aware of your responsibilities. The next two pages will explain these in detail.

If you do not understand any of these points, please ask a staff member.

You have the right to

- ♦ Be treated with courtesy and respect.
- ♦ Receive health care which does not discriminate on the basis of race, religion, gender, age, disability, sexuality or health status.
- ♦ Individual, responsive and considerate care.
- ♦ Prompt service, subject to staff availability.
- ♦ Quality health care from trained and experienced staff.
- ♦ Know the identity, professional status and qualifications of staff.
- ♦ Request a transfer to, or obtain a second opinion from, an alternative health care worker from the same team, although this may involve travel to a different site.
- ♦ Participate in decisions affecting your health care.
- ♦ Have a friend, family member or professional advocate with you when receiving a service.
- ♦ Decline any advice, information or treatment options given to you by your health care workers and to be fully informed of the consequences of that decision.
- ♦ Refuse student involvement in the provision of your health care.
- ♦ Refuse to participate in education or research programs.
- ♦ Expect that information concerning you will be treated confidentially within Bendigo Community Health Services, according to privacy or information requirements.
- ♦ Make a complaint about any matter to Bendigo Community Health Services and to have that complaint resolved through fair and adequate means.
- ♦ Continue to receive services after making a complaint.

Consumer responsibilities

- ♦ Treat staff and others in the service with courtesy and respect.
- ♦ Respect the privacy of others attending Bendigo Community Health Services.
- ♦ Keep appointments and/or if unable to keep an appointment, to notify Bendigo Community Health Services as soon as possible.
- ♦ Assist in planning your health care by giving accurate and complete information about your current health concerns.
- ♦ Be actively involved in your own treatment, rehabilitation and health care.
- ♦ Acknowledge the consequences of your decision if declining advice, information or treatment offered by a health care worker.
- ♦ Respect any agreement made between you and your health care worker.

Waiting time for services

When you request a service from Bendigo Community Health Services, you may be placed on a waiting list. This will occur when there is high demand for a particular program.



Fees and payment options

Some of our programs charge fees to recover additional costs associated with a service. If you would like to discuss payment options, please talk to our staff .

Your care

You will be advised of the key person to contact regarding your care. Information to assist you to manage your health and wellbeing can be printed for you by our staff. Please ask during your visit or reception staff.

Compliments, suggestions and complaints

Your feedback about our services is always welcome. Forms are available at each site and a manger is usually available if necessary.

At no time will consumer compliments, suggestions or complaints reflect negatively on your continued use of our service.

Consumers may complete an electronic feedback form via an email address on the Bendigo Community Health Services website or through referral and engagement to an appropriate advocacy service.

If you wish, you may also make a complaint to the:

Health Services Commissioner

Complaints and Information

Telephone: 1300 582 113

Fax no: (03) 9032 3111

Email: hsc@health.vic.gov.au

or write to:

**Level 26, 570 Bourke Street
Melbourne, Vic 3000**



Diversity

Bendigo Community Health Services provides services to all sectors of the community regardless of background, where you live, what you look like, what you think or what you believe.

- ♦ We support people to access technology, aids, equipment and services that increase and enhance their decision making and independence.
- ♦ We support people to develop and maintain their personal, gender, sexual, cultural religious and spiritual identity.
- ♦ We provide people with information, in a format that facilitates understanding, to enhance informed decision making and choice.
- ♦ Our assessment, planning and actions promote cultural safety and connectedness and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islander people.
- ♦ We maintain appropriate community linkages and collaborate with Aboriginal services to meet the cultural needs of Aboriginal and Torres Strait Islanders.
- ♦ We provide culturally competent services which respect a person's cultural and linguistically diverse identify.
- ♦ We maintain appropriate community linkages and collaborate to meet the cultural, spiritual and language needs of people.
- ♦ We use accredited qualified healthcare interpreters as required, to support more effective communication.



Advocacy

An advocate is someone who can support and assist you to get the services you need. We recommend the following independent advocacy service.

The Rights Information and Advocacy Centre

Phone: 1800 221 944 or (03) 5822 1944

People who are deaf or have a hearing or speech impairment can contact us via the National Relay Service (NRS).

24 hour relay call numbers

TTY/voice: 133 677

Speak and listen (SSR): 1300 555 727

For more information go to the NRS website: www.relayservice.com.au

Students and volunteers

Bendigo Community Health Services is a learning organisation and is committed to providing quality clinical placement for students and experiences for volunteers.

If you are interested in volunteering, please contact our reception staff.

Visit www.bchs.com.au to learn more.

Contact your nearest BCHS site

EAGLEHAWK

3 Seymoure Street

Opening hours: Monday, Wednesday, Thursday: 8am - 5.15pm. Tuesday: 8am - 7.30pm. Friday: 8am - 4.30pm. Saturday-Sunday: Closed

KANGAROO FLAT

19 Helm Street

Opening hours: Monday to Thursday: 8am - 5.15pm. Friday: 8am - 4.30pm. Saturday-Sunday: Closed

BENDIGO CENTRAL

165-171 Hargreaves Street

Opening hours: Monday to Thursday: 8am - 5.15pm. Friday: 8am - 4.30pm. Saturday-Sunday: Closed

ELMORE

46 Jeffrey Street

Phone: 5432 6001

Fax: 5432 6101

Opening hours: Monday to Friday: 9am - 5pm. Saturday-Sunday: Closed

POSTAL ADDRESS (ALL SITES)

PO Box 1121

Bendigo Central, Victoria, 3552

Phone for all sites:

5406 1200

Fax for all sites:

5441 4200

Who is Bendigo Community Health Services and what do you offer?

Bendigo Community Health Services is a place you can go for health care, no matter who you are, where you live or how much you earn.

We are a not-for-profit organisation with more than 50 health and wellbeing services available, mostly free of charge but some at minimal cost.

We can help you in the following areas:

- **Medical practice** (GPs at four sites)
- **Men's health**
- **Women's health**
- **Allied health** (including podiatry, physiotherapy, chronic disease, and respiratory management)
- **Child and family services**
- **Settlement services**
- **Sexual health**
- **Counselling and mental health**
- **Alcohol and other drugs treatment and withdrawal programs.**
- **NDIS services**
- **My Aged Care services**

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**If you have an emergency,
call 000 immediately.**