

*terzlich Urum reap suon
kommen Mapuhay H
yum reap suon Will*

Welcome

*um
venuti
away/M
ing/Ben
draw
Mapuh
lich
ne
son*

The logo for Ballarat Community HEALTH is mounted on the side of a modern building with large windows. The word 'Ballarat' is in blue, 'Community' is in blue, and 'HEALTH' is in blue with a pink stylized human figure integrated into the letter 'H'.

**Ballarat
Community
HEALTH**

This booklet includes important information about:

- your rights & responsibilities
- your advocacy options
- your privacy.

The logo for Ballarat Community HEALTH is enclosed in a circular frame. The text 'Ballarat Community HEALTH' is arranged in a circular pattern, with 'HEALTH' at the bottom and 'Ballarat Community' at the top. A pink stylized human figure is integrated into the letter 'H' in 'HEALTH'.

**Ballarat
Community
HEALTH**

A photograph of a woman with long brown hair and a young girl with blonde hair, both smiling warmly. They are sitting together in a bright, indoor setting with large windows and green plants. The woman is wearing a dark grey long-sleeved shirt, and the girl is wearing a pink and white patterned sweater. The background shows a blurred view of greenery outside the window.

Welcome to
**Ballarat
Community
Health**



Ballarat Community Health recognises and celebrates the diversity of the communities within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds, no matter their financial status.

This booklet includes:

Information about your rights & responsibilities - it is important that you are aware of your rights and your responsibilities when accessing our services.

Advocacy information - to help you understand what an advocate is, why you might want an advocate and how you can ask for one.

Privacy information - to help you determine what information we collect, why we collect it, and how we protect it.

Quality of Care

Ballarat Community Health's is committed to providing you with a high level of health and related services, specific to your individual needs and consistent with current best practice. Our staff are committed to continually improving the quality of the services they deliver.

Your rights

You have the right to:

- confidentiality (except for safety and legal reasons)
- access respectful care, which values your dignity and personal beliefs
- an interpreter
- receive safe care which will not cause you harm
- have an advocate (see Advocacy section of this brochure)
- complain about a person or a service - you will not be denied access if you choose to make a complaint
- make your own choices about any advice and say no to advice or healthcare
- to be given full information about any procedures and services you may be offered and to ask questions about or refuse those treatments or services
- ask to see a different worker about the same health problem
- give feedback

- choose to/not to use our services
- have a say in decisions made about your care
- see your health record (except for safety and legal reasons)
- receive a high quality health or social service tailored to your personal health needs
- ask for a decision to be looked at again.

Your responsibilities

You need to do the following:

- tell us when your details or needs change
- act in a safe and respectful way near other clients, staff and volunteers
- give full and true information about yourself to get the best care
- understand there may be consequences for your health if you say no to advice or health care
- work with us to plan your services
- respect the privacy and safety of other people at BCH
- come to your appointment on time and let us know if you cannot make it
- make sure your house is safe for our staff if they need to visit you at your home.

A woman with dark hair, smiling, stands in front of a white brick wall. She is wearing a long-sleeved, bright pink dress with intricate floral embroidery in yellow and green. Her hands are clasped in front of her. The background includes several green plants in a planter box. A dark grey banner at the bottom left contains white text.

Equal
Opportunity,
Privacy &
Feedback



Equal opportunity

BCH staff will respect your unique traits including age, culture, religion, gender identify, sexuality, your rights as a carer and any needs you may have as a person with a disability. We will always acknowledge you as an individual.

Privacy

You can choose who sees your information (unless required otherwise by law, if there is a medical emergency or when there are concerns for a person's safety).

You can be anonymous and you can choose who will be at an interview.

Feedback

If you want to give feedback you can tell any BCH staff member and they can assist. If you don't want to speak about it with our staff, you can write your feedback on a Client Feedback Form (available at all of our sites or via our website).

When you have completed your feedback form, place it in the box at any of our sites' reception areas.

Your rights as an older person

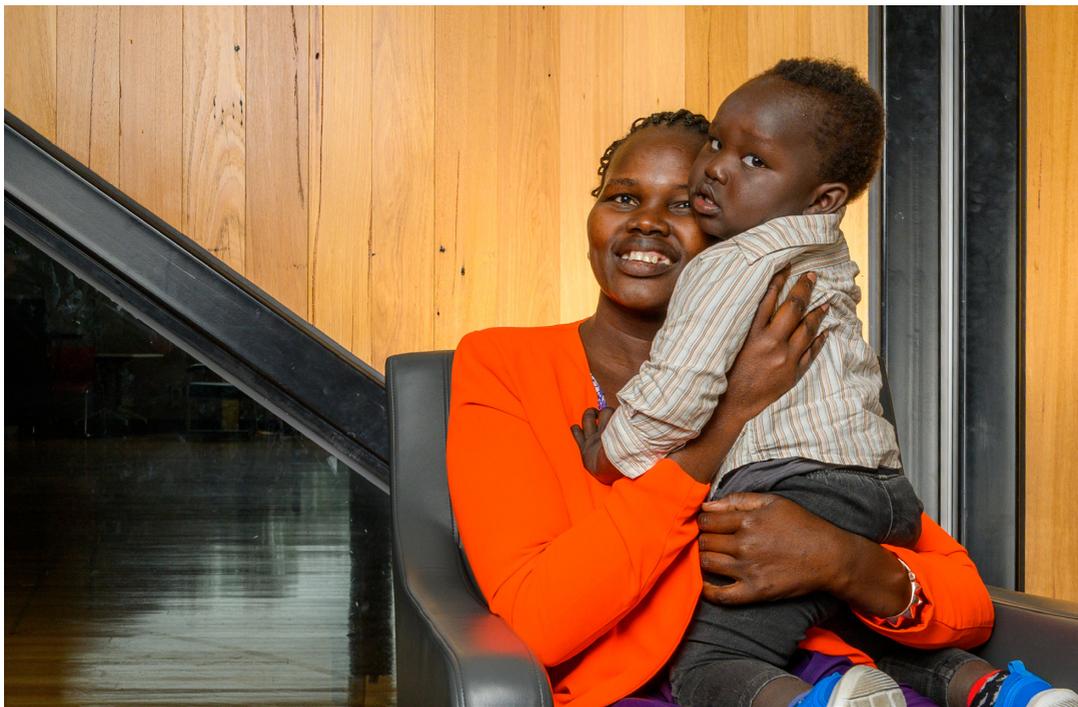
If you have a concern about your treatment, and are not happy with what Ballarat Community Health has done to address your concern, you may contact the Aged Care Quality and Safety Commission. A complaint may be lodged by phone on 1800 851 822 or through their website at <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>.

You have the right to receive services in accordance with the Charter of Aged Care Rights. Our staff will be happy to provide you with a copy of this information at your request.





Your rights as
an older person



General & legal advocacy

Ballarat & Grampians
Community Legal Service
P: 1800 466 488
www.bgcls.org.au

Victorian Equal
Opportunity & Human
Rights Commission
P: 1300 891 848
[www.humanrights
commission.vic.gov.au](http://www.humanrights
commission.vic.gov.au)

The Salvation Army – Ballarat
P: (03) 5337 0600

Victoria Legal Aid
P: 1300 792 387
www.legalaid.vic.gov.au

Disability advocacy

Disability Discrimination
Legal Service
P: 9654 8644
www.ddls.org.au

Villamanta Disability Rights
Legal Services
P: 1800 014 111
www.villamanta.org.au

Grampians Disability Advocacy
P: 1800 552 272
grampiansadvocacy.org.au

Other help

Mental Health Complaints
Commissioner
P: 1800 246 054
www.mhcc.vic.gov.au

Office of the Public
Advocate
P: 1300 309 337
TTY: 1300 305 612
publicadvocate.vic.gov.au

Australian Human Rights
Commission
P: 1300 369 711
TTY: 1800 620 241
www.humanrights.gov.au



Advocacy

What is advocate?

Advocacy is the process of supporting or acting on behalf of another person or group of people. Advocates are people who can speak with or for you, or agencies that give you a voice. Advocacy helps people to receive the best health service possible.

An advocate can help you:

- understand your rights
- work through issues
- make an informed decision
- speak for yourself.

Who can access an advocate?

Anyone can ask an advocate to speak for them if they need support or advice on issues that affect their life.

Who would that advocate be?

You can choose anyone to be an advocate for you. It could be a friend, family member, carer or lawyer, or you could ask a representative from another agency to help you.

What are my rights?

If you feel you're not being understood or heard, you have the right to:

- have an advocate, friend or lawyer support you
- receive quality care
- make a complaint
- be informed
- be part of decisions about your care.

Your privacy

Who are we?

Ballarat Community Health is a stand-alone health entity providing a range of allied and other health services. Our aim is to work in partnership with the community, to create opportunities and supportive environments which empower people to develop healthy lifestyles and prevent or manage illness.

What information do we collect about you?

We keep your name and contact details on your client record. Other details such as your care plan and information about the services you receive are recorded each time you visit. Only information that is needed to provide you with the best care is collected.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way. For quality services to be provided you may be asked to provide personal and health information. Your information will be kept private and secure by BCH staff. On rare occasions this information may need to be shared with government departments who fund BCH programs to prepare for changes such as the introduction of NDIS plans

or aged care packages. BCH will only respond to written requests which clearly set out the purpose for which the information is required and the provisions of the relevant Act under which the agency seeks the information. If you have any concerns about your personal information, please discuss this with your health worker.

Who else sees your information?

Your information can only be seen by the professionals involved in your care. We use the information to better manage and plan your services. Otherwise, we only release information about you if you agree, or if it is required by law, such as in a medical emergency or where there are concerns for a person's safety. BCH participates in information sharing schemes legislated by the Victorian Government that have been introduced to improve the safety of those who are at risk of or experience family violence. Visit <https://www.vic.gov.au/family-safety-victoria-privacy-policy> for more information.

How is your information stored?

Your information is held in a database managed by us. In some Commonwealth Government programs your information is also entered into databases managed by the Commonwealth Department of Social Services. Information stored with BCH will only be provided to assist in your care. The Australian Governance produces summary data (with no identifiable information) to assist in planning of future services. Your personal information is protected by law, including the Commonwealth Privacy Act.

What say do you have in what happens to your information?

We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your client record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent. We will not give your information to companies that may want to advertise to you or promote





their products and services. We will only collect information from other people (such as your previous doctor or other health provider) if you give us your written permission.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can you refuse to provide your name or use a false one?

If you wish to you may give a false name or ask that no name be recorded. You will have to provide your correct name however for any Medicare related service (such as seeing a doctor) and there are some other situations where we are required by law to have your correct details.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary. Please ask any of our staff who will be happy to explain how you may access your records.

Questions and complaints

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our client or if you wish to access your record.

If you have a concern or complaint about how your information was handled please speak to one of our Customer Service Team members and they will help you to record and report your concerns.

Feedback forms are available via our website: www.bchc.org.au. Alternatively, please call (03) 5338 4500 or email info@bchc.org.au if you have any questions or concerns.

Government services & programs

My Aged Care

If you're over 65 you need to register on the 'MyAgedCare' website to receive government-funded services like physiotherapy, gym programs, podiatry, counselling, in-home assistance, social assistance or meals-on-wheels (please note that BCH does not provide all of these services, e.g. meals on wheels).

If you would like some assistance to register, call BCH on 5338 4500 to speak with one of our Intake Officers, or ask one of our Customer Service Officers at any BCH site.

My Health Record

Have you set up your 'My Health Record'? My Health Record is an initiative of the Federal Government to provide health professionals with access to their client's health and treatment history so that they can provide a more coordinated approach to your care. It can also provide you with a record of your prescriptions and health history.

Your My Health Record is linked to your MyGov account for ease of access. If you have a My Health Record, please let your BCH clinician know.

NDIS

BCH is a trusted NDIS provider, with a team of highly trained experts who understand that clients (and their needs) are unique and need a tailored approach to better health. Our team works hard to ensure that clients feel comfortable, listened to, cared for and informed on their journey through the NDIS system.

BCH provides these services as part of the NDIS:

- Counselling and counselling groups
- Dietetics
- Exercise physiology
- Group-based activities (art & music)
- Physiotherapy
- Podiatry (and orthotics)
- Occupational therapy
- Mental health occupational therapy (OT)
- Support coordination.

People have a right to complain about the services they receive. The NDIS Quality and Safeguards Commission will take complaints from anyone about NDIS supports or services that were not provided in a safe, respectful way.

If you have a concern about BCH as an NDIS Provider, and are not happy with the response you've received from us, please contact the NDIS Quality and Safeguard Commission on 1800 035 544. Alternatively a complaint may be completed online for the NDIS Commission at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Ballarat Community Health runs a wide range of health, wellbeing, exercise, counselling, youth services and more.

Visit our website www.bchc.org.au for more information about how to get involved.

Follow us:



