






Welcome to

# Ballarat Community Health

Thank you for choosing to use our services.  
Ballarat Community Health strives to provide  
a welcoming, safe, inclusive environment  
and services for all our clients.

## Our services







We offer a broad range of services including

-  Allied health
-  Doctors and specialist clinics
-  Mental health
-  Alcohol and other drugs services
-  Youth, family and community support

Please visit our website or contact us for further information.

## Our commitment

We will always

-  Be welcoming
-  Listen without judgement
-  Uphold your rights
-  Provide you with information at the time you need it and in a way you prefer
-  Seek your feedback
-  Be responsive and act on your concerns

## Your rights

You have the right to **accessible and safe care**.

You will be treated with **respect**.

You will be a **partner** in decisions about your care.

Your **privacy** will be upheld, and your personal information managed with care and in accordance with privacy laws.

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 bring a **carer or advocate** to your appointments.

You have the right to **language services** (translators or interpreters).

You can give us **feedback** and if you are not happy with our response you can contact the relevant Commission.

For further information, see the Client Complaints and Compliments Information Sheet available on our website or on site.



# Your responsibilities

You have a responsibility to act in a **safe, respectful** way when accessing our services.

Let us know if you cannot **attend your appointment** with as much notice as possible.

Let us know if you are having difficulties **paying any fees** related to your care.

For further information about our fees please visit our website or contact us for further information.

<https://bchc.org.au/bch-client-fees>

## Lucas

12 Lilburne Street, Lucas

Services - GP Clinic, Cardiac Health, Diabetes Education, Dietetics, Exercise Physiology, Chronic Disease Management Counselling, Physiotherapy, Podiatry, Respiratory Health, Speech Pathology, AOD, Mental Health, Sexual Health, Health Promotion, Youth, Family & Community Support, NDIS Support Coordination & Specialist Services

## Cooinda

10 Learmonth Road, Wendouree

Services - Mental Health & Community Groups

## Howitt Street

1042 Howitt Street, Wendouree

Services - GP Clinic, Dietetics, Physiotherapy, Podiatry & Sexual Health

## headspace

28 Camp Street, Ballarat

Services - Youth Mental Health, GP & Dietetics

## Victoria Street

28 Victoria Street, Ballarat

Services - AOD, Therapeutic Day Rehab, Drink Drive Behaviour Change, & Forensic Mental Health

## Sebastopol

260 Vickers Street, Sebastopol

Services - GP Clinic, Cardiac Health, Diabetes Education, Dietetics, Exercise Physiology, Physiotherapy, Podiatry, Sexual Health & Mental Health

## Smythesdale

The Well, 19 Heales Street, Smythesdale

Services - Exercise Physiology, Podiatry & Group programs as arranged

The Ballarat Aquatic & Lifestyle Centre

Prince of Wales Recreation Reserve,  
Gillies Street North, Lake Gardens

Hydrotherapy

## Our sites



Visit our website at [bchc.org.au](http://bchc.org.au) or call in to one of our locations.

Talk to one of our customer service team members at your next appointment.

Give us a call on (03) 5338 4500

