



Commonwealth Home Support Program (CHSP) Information Pack (Print Friendly)

BCH has updated our information to reflect the changes introduced on 1 November 2025 under the Aged Care Reforms.

The information and resources contained in this pack are also available on our website bchc.org.au or by asking our friendly staff at our sites.

Your Rights and Responsibilities

You have the right to:

Access: Access services that meet your specific needs. **Please speak with our staff if you are having difficulty paying any fees related to your care.**

Safety: Receive safe, high-quality healthcare.

Respect: Be treated in a manner that respects and values your dignity, personal beliefs and choices, regardless of your age, size, abilities, gender identity, sexual orientation, race, religious, cultural, or linguistic background.

Partnership: Be involved in and make decisions about your care and ask questions about your care and refuse treatment or seek another service provider.

Privacy: Have your privacy respected and your personal information kept secure and confidential.

Feedback: Provide feedback/make (and withdraw) a complaint without it affecting the care you receive. Seek Whistleblower Protection. Please see our Whistleblower Information Sheet for more details.

Information and Support: Request an interpreter if you need one and to be informed in a way you understand. You can appoint someone to advocate/registered supporter for you.

You have the responsibility to:

- Act in a safe and respectful way, respect the privacy of other people at BCH.
- Provide us with up-to-date information about yourself and your needs
- Let us know if you cannot attend your appointment or if you are having difficulty paying any fees related to your care.
- Make sure your house is safe for our staff if they need to visit you.

Additional Information

- Australian Charter of Healthcare Rights (including translated versions): safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-second-edition-a4-accessible
- The Aged Care Statement of Rights: www.agedcarequality.gov.au/older-people/your-rights/statement-rights
- The Aged Care Code of Conduct: agedcarequality.gov.au/sites/default/files/media/code-of-conduct-for-aged-care-consumer-fact-sheet

Your Information and Privacy

We will only collect information about you that allows us to provide care and services to you that are safe and effective.

We will collect:

- Your name, date of birth and contact details.
- Information required for your care, such as care plans and health and wellbeing history to ensure you receive proper care
- Information that helps us understand your identity, your needs, or preferences.

You can choose not to share all or any information about yourself.

We may share your information only if:

- You agree
- It is required by law such as in a medical emergency
- Where there are concerns for a person's safety
- To improve the safety of a person experiencing or at risk of family violence.

We may also need to share some of your information with Government Departments or their agents as required by our funding agreements.

With your informed consent we may share information relevant to your care with other healthcare providers. You can withdraw your consent at any stage.

Safe Storage and Accessing to your information

- We maintain your information in secure systems, with safeguards in place that meet legal requirements and protect your privacy.
- You can request access to your information anytime by speaking with our staff.
- You can discuss any privacy concerns with our staff or complete a feedback/complaint form.

For further information and resources please visit the BCH Website bchc.org.au

Client Complaints and Compliments

We welcome your feedback - it's important to us! You can leave your contact details for us to follow up with you or stay anonymous. You can provide a compliment, lodge a complaint or give us a suggestion on how we can improve.

You can provide feedback by:

- Talking to a BCH staff member and/or completing a paper form or scanning a QR code at any of our sites or completing a feedback form found on our website

If you make a complaint, we will:

- **Respect** your privacy and protect your information
- **Investigate** your complaint promptly and thoroughly and act where appropriate.
- Keep you **involved** and updated as we resolve your complaint, as much as you would like us to
- Use this information to **improve our services**

Feedback of any kind will never impact negatively on the services we provide you. You have the right to withdraw a complaint at any stage. You can do this by speaking to a staff member or contacting feedback@bchc.org.au

If you are not satisfied with the outcome of your complaint or are not comfortable making a complaint to BCH, you can contact:

- Health Complaints Commissioner Ph: 1300 582 113 hcc.vic.gov.au
- Aged Care Quality and Safety Commission Ph: 1800 951 822 agedcarequality.gov.au

Whistleblower Protection in Aged Care

What is a Whistleblower?

A person who reports a serious concern or wrongdoing. It might include something like:

- Dishonest like fraud or corruption
- Illegal like theft, violence, harassment, victimisation
- Unethical or in breach of legislation
- Actions that might hurt or put someone at risk

How is this different from a complaint?

A complaint is when you are not satisfied with the service or support you received, or you have seen or experienced something that you feel we could improve on. Please see our Client Complaints and Compliments Information Sheet.

Who can make a report?

Any person can make a report if they believe they have information about someone who has not followed the aged care law, or more broadly, about an organisation that hasn't followed the aged care law.

How can I make a report?

People can make the report in person, over the phone or in writing. The report can also be made anonymously.

People can make a report to:

- The Commission
- The department, or an official of the department
- A registered provider
- A responsible person of a registered provider
- An aged care worker of a registered provider
- A police officer
- An independent aged care advocate.

If someone makes a report, they will:

- Be protected from any negative results that come from making the report.
- Have their identities or identifying information protected, with some exceptions – for example, where it is necessary to share information with the Aged Care Quality Safety Commission or a lawyer, or to prevent a serious threat to a person or people.

Additional Information

For further information and resources please visit the BCH Website bchc.org.au or visit Aged Care Quality and Safety Commission: agedcarequality.gov.au/workers/reform-changes-workers/protection-whistleblowers
[Quality and Safety Commission](http://agedcarequality.gov.au/workers/reform-changes-workers/protection-whistleblowers)

Using an Advocate or Registered Supporters

An advocate is someone who can support you, or act on your behalf. They can also be referred to as Registered Supporters (Aged Care) or Carer Advocate or Nominee (NDIS). An advocate can help you understand your rights and care options, make an informed decision, understand and resolve issues or complaints, and speak up for yourself.

Can I have an advocate?

- Yes, anyone can ask an advocate or registered supporter to speak for them or support them and to attend appointments with them.

Who can be an advocate or registered supporter?

- An advocate can be anyone you choose, such as a family member or friend. People can nominate and register one or more people of their choice to assist them in their decision-making.

You can also choose to contact one of the following agencies for information.

- Elder Rights Australia Ph: 1800 700 600 www.elderrights.org.au
- Older Persons Advocacy Network Ph: 1800 700 600 www.opan.org.au
- Aged Care Quality and Safety Commission:
www.agedcarequality.gov.au/supporters

Supported Decision Making

You have the right to make all the decisions that affect you.

What is Supported Decision Making?

Providing support to people to make decisions about their own care, rather than making decisions for them. You can choose the people you want to help you make your decisions. They may be family, friends or advocate.

A **Supporter** can:

- Help you understand what different choices you have and what they mean for you. Help you talk about your decisions, but they won't make decisions for you.

A **Representative** can:

- Make decisions for you if you can't or don't want to make them for yourself.
- Try to make decisions based on what they believe you would want.

We will:

- Give you all the information you need to make decisions, in a way you understand.
- Support you to make the decisions about your care.
- Work with your supporters if you need help to make some decisions.
- Always respect your decisions. But if you choose something that might hurt you or someone else, we will discuss any risks or other options with you, and act to ensure the safety of others.

Additional Information

- For further information and resources please visit the BCH Website bchc.org.au or Aged Care Quality and Safety Commission Ph: 1800 951 822 agedcarequality.gov.au

Reasonable Adjustments – Tailoring Services to your needs

We can tailor our services to meet your individual needs. This is to make sure that we are creating the most inclusive and accessible care we can, for you.

This could include things like, easy to read appointment letters, program information or medication details, flexible or longer appointment times, quiet waiting spaces or physical accessibility, parking, ramps, seating.

How can I ask for reasonable adjustments?

Let our team know when you book your first appointment so we can best understand your needs, or at any point during your care.

Who do I speak to if my reasonable adjustments are not considered?

- You can speak to any team member
- You can contact info@bchc.org.au
- Complete an [online feedback form](#) to raise any concerns or feedback.

Emergency Planning

In an Emergency, always call Triple Zero (000).

Ballarat Community Health have plans in place so we can continue to offer services and support you as best as we can during an emergency (fire, flood, storm, heatwave, earthquake, explosion, terrorist act, accident, or epidemic which endangers, or threatens to endanger, the safety, health or property of the community).

Our team may talk to you and your carers/supporters about emergency planning, look at risks you may face and help you find the best supports and resources for you to plan for an emergency.

What to think about when planning?

- Potential dangers where you live/work/study. Is it a bushfire area, or flood prone area?
- Are there steps you can take to reduce risks? E.g., reducing long / dry grasses and fire fuels, clear gutters.
- Who needs to be included in the plan? Family and friends, animals
- Are you eligible for the Vulnerable Persons Register? Please speak with our team to find out more.
- Will you need to leave your location? What do you need to take with you? How will you evacuate? Where will you go?
- How will you cope with no power or gas (cooking, heating, cooling, bathing, access to emergency communications)

Where can you get help in planning for an emergency?

- emergency.vic.gov.au/prepare/#where-do-i-get-information-in-an-emergency
- ballarat.vic.gov.au/city/emergencies
- cfa.vic.gov.au/plan-prepare/before-and-during-a-fire/your-bushfire-plan
- redcross.org.au/prepare/
- Contact cfa.vic.gov.au/contact/vicemergency-hotline or call [1800 226 226](tel:1800226226)
- Emergency assistance and emergency planning resources: visit [VicSES](#) or call [132 500](tel:132500)

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