

*Your Health
Your Community
Your Community Health Centre*

Your Responsibilities:

As a client of CDCH we ask you to :

- Give complete and accurate information to enable us to deliver appropriate care.
- Let us know if you have a complaint or concern about the services provided.
- Give at least 24 hours notice if you need to cancel your appointment.
- Respect the privacy of others attending this service.
- Keep confidential any information you may gain about other people.
- Take responsibility for any children in your care while you are at the Centre.
- To participate fully in your own health management.

Feedback & Complaints

Castlemaine District Community Health is committed to providing quality services to our Community.

It is important that your voice is heard by providing us with feedback about our services and ideas about how we could better meet community need.

There are two companion brochures to this one, the Consumer Feedback form, and the Consumer Complaints form.

You can assist us by completing either of these forms at any time you would like to comment.

We encourage you to tell us;

- what you like about the service
- what you don't like
- changes you would like to see at CDCH

Your suggestions/complaints are reviewed by the CEO and action delegated.

We value your input to assist our service in maintaining high standards.



COMMUNITY HEALTH
Information Resources Promotion

Consumer Rights & Responsibilities

13 Mostyn Street
CASTLEMAINE 3450

Phone: 03 5479 1000
Fax: 03 5472 3221
email@cdch.com.au

Castlemaine District Community Health (CDCH) is committed to providing quality services to our community. Our commitment includes helping you understand what you can expect from CDCH and its staff.

As a client of CDCH you have the right:

- To receive health services of the highest quality from appropriately trained and supervised staff;
- To be treated with consideration and respect;
- To receive written information about your rights at your first visit;
- To receive health care which does not discriminate on the basis of age, race, gender, religion, health status or sexuality;
- To receive a confidential and private service;
- If you are an unregistered client, you can choose to remain anonymous;
- To be provided with information about services which will help you to make informed decisions about your health care;
- To choose who will be present when receiving a service, (eg. A family member, friend and/or interpreter);
- To have access to your own records in accordance with the Health Records Act (except where the information is expressly prohibited by law from being disclosed);
- To ask to see another worker or seek another opinion or other referrals;
- To give written consent before any details regarding your health care are shared with other agencies (Except where a duty of care exists or other legal requirements mandate otherwise);
- To consent to or to refuse any assessment or treatment procedures (except where legislation prevents this);
- To consent to or refuse to have another person present (students or other professionals);
- To receive a low cost services; (Some fees can be negotiable where there is financial hardship);
- To make a complaint about services provided by CDCH and have that complaint investigated (refer to Feedback/Complaints information on the reverse of this page);
- To continue receiving services after making a complaint without fear of discrimination;
- To expect that the complaint will be investigated, and that you will be notified of the outcome.

