

## Give feedback

### You have a right to:

- Provide feedback, ask questions or complain without it affecting the way you're treated.

Call: 1800 242 696

Email: [feedback@lchs.com.au](mailto:feedback@lchs.com.au)

Web: [www.lchs.com.au](http://www.lchs.com.au)

- Have your concerns resolved openly and fairly, and in a timely manner
- Complain to the relevant Commissioner:

### Health Complaints Commissioner

Call: 1300 582 113

Email: [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au)

Web: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

### NDIS Quality and Safeguards Commissioner

Call: 1800 035 544

Web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### Aged Care Quality and Safety Commissioner

Call: 1800 951 822

Mail: GPO Box 9819, Melbourne VIC 3000

Web: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

### Mental Health Complaints Commissioner

Call: 1800 246 054

Email: [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au)

Web: [www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

### If you wish to provide feedback to the National Disability Insurance Scheme (NDIS):

Call: 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

### You have a responsibility to:

- Tell us if there are any problems with the care, support or services we provide
- Try to resolve your concerns with us first

More information may be found on our website:  
[www.lchs.com.au](http://www.lchs.com.au)

For queries, please call: 1800 242 696

Monday to Friday: 8.30am to 5.00pm

# Your rights and responsibilities

Latrobe Community Health Service works together with clients to achieve the best possible healthcare and support services.

This brochure describes what you, or someone you care for, can expect from Latrobe Community Health Service when you are using any of our services.

## Access

### You have a right to:

- Access the health care, services and support you need, regardless of your ability to pay, or whether you have private insurance

## Safety

### You have a right to:

- Safe, high quality services, support and care that meet national standards
- Use our services in an environment that is safe and makes you feel safe

### You have a responsibility to:

- Give us the information we need to support and treat you
- Provide a safe environment when we are visiting you, or you are visiting us

## Partnership

### You have a right to:

- Ask questions if you're unsure about something, and be involved in open and honest communication
- Take an active role in your health care and support
- Participate in decisions about your treatment, services and support
- Include the people you want in planning and decision making about the health care and services you receive
- Participate in the planning, design and evaluation of our services
- Share your ideas and experiences by talking to staff, writing letters, completing surveys or joining our community advisory committee

## Respect

### You have a right to:

- Be treated as an individual, with respect, dignity and consideration
- Have your culture, identity, beliefs and choices recognised and respected

### You have a responsibility to:

- Treat our staff and other clients with respect, dignity and consideration

## Information

### You have a right to:

- Clear, understandable information about your health and the services you're receiving
- Understand the possible benefits and risks of the services you're receiving, so you can give informed consent
- Receive information about our services, wait times and costs
- Seek a second opinion
- Be given assistance when you need it, to help you understand and use your health information
- See your health care record - please call our Records Management Officer on 1800 242 696
- Be told if something has gone wrong while using our service, how it happened, how it may affect you and what's being done to make your care safe

### You have a responsibility to:

- Attend appointments, or let us know if you can't attend

## Privacy

### You have a right to:

- Have your personal privacy respected
- Have your information kept secure and confidential
- Have a say in what happens to your personal health information
- Restrict access to your health record and understand the potential impact on your health care if you choose to do so
- Have your personal record updated if any information is incorrect or incomplete
- Apply under Freedom of Information or Health Records laws for your complete health record

### You have a responsibility to:

- Respect the privacy and confidentiality of others

## Children

### We respect the rights of children and young people. If you are a child or young person, you have a right to:

- Get the care you need
- Feel safe and be safe
- Be respected for who you are
- Understand what is happening and why
- Be involved in your care by asking us questions, tell us what we're doing well and what we're not doing well
- Have the people you want involved when you're using our services
- Privacy