

THESE ARE THE THINGS WE WANT YOU TO HAVE WHEN YOU TALK TO US AT LATROBE COMMUNITY HEALTH SERVICE (LCHS).

Please tell us if we're not doing these things so we can get better at helping you.



 **CALL US**
1800 242 696

 **LEARN MORE**
lchs.com.au

Artwork by Dixon Patten (Yorta Yorta and Gunaikurnai artist).

HEY FOLKS, GUESS WHAT?
WHEN YOU SPEAK TO US,
WE WILL LISTEN.

We acknowledge all First Nations people as the traditional custodians on whose ancestral lands our offices are situated. We recognise and pay our respects to Elders - past, present and emerging - and all First Nations people and communities across Australia.



RESPECT

You should always feel comfortable to be you, no matter what. We will treat you with respect, regardless of your:

- race
- language
- culture
- gender
- identity
- age
- religion
- sexuality
- disability
- place where you live right now.

CARE

You have a right to get the care you need.

SAFETY

You should always feel safe when you're here. Please tell someone you trust if you don't feel safe.

JOINING IN

You can always:

- Ask questions if you're unsure about something.
- Have the people you want involved in your care.
- Tell us what we are doing well.
- Tell us if you are unhappy with us, and help us understand what we can do better.
- Help us make good decisions about how we care for you.

INFORMATION

You have a right to understand what is happening and why it is happening. You also have a right to get information in a way that is easy for you to understand.

PRIVACY

You have a right to have your information and care kept private. We will only share your information with someone else if we are worried about your safety and wellbeing, or if the law requires us to.

WANT TO TALK?

What you have to say to us is important. Your voice matters!

If you want to talk to us, you can call us on 1800 242 696. If you want to pass on any feedback, ask to speak to the Quality Advisor. You can also come into one of our offices from Monday to Friday between 8.30am and 5pm.

You can go to our website for more information: www.lchs.com.au

There are lots of other places where you can talk to someone. If you don't want to talk to us, try these:

First Peoples Disability Network

Free disability advocacy and information all over Australia. Call 1800 006 455.

Rights Information and Advocacy Centre

First Nations disability advocacy for people living on Wada Wurrung, Taungurung, Bangerang, Yorta Yorta, Ladji Ladji, Barkindji, Dja Dja Wurrung and Ngurai-illam Wurrung Country. Call 03 5222 5499.

Seniors Rights Service (NSW)

Free aged care advocacy and legal service for NSW residents. Call 02 9281 3600 or 1800 424 079.

Victorian Equal Opportunity and Human Rights Commission

Culturally safe information and advice about making complaints. Call 1300 292 153.