

CLIENT INFORMATION, RIGHTS AND RESPONSIBILITIES

RESOLUTION OF COMPLAINTS

- The client has the right to complain about their treatment, without fear that their action will prevent further access to the service.
- The client can expect to receive a written response to a complaint within ten (10) working days
- The client can access Complaints and Compliments Policy via www.bchc.org.au or ask any staff member for a copy.

COMPLIMENTS

- The client may provide compliments. Feedback Forms are provided at each reception.

WITHDRAWAL FROM SERVICE

- The client may withdraw from participation in the service or any treatment programs and other activities, at any time. This will not prejudice any future assistance.
- The organisation reserves the right to withdraw services in situations where clients are intoxicated, direct verbal abuse at staff, physically threaten staff or sexually harass staff.

PRIVACY AND CONFIDENTIALITY

- The client has the right to be heard in private and to have all information (written or verbal) concerning them, to be stored or relayed in a confidential manner.
- The client has the right to remain anonymous, choose who shall be present at an interview and invite an advocate to be present.
- Written permission must be obtained from the client, before any information concerning them is released to another worker or organisation.

EQUALITY OF ACCESS

- No client shall be refused service because of age, sexual preference, social status, political or religious beliefs.

FEES

Under government funding requirements the Ballarat Community Health is required to charge a small fee for some services. However, no client is denied service due to inability to make payment.

SERVICES AVAILABLE

- Alcohol and Drug Counselling
- Needle Exchange Program
- Sexual Health Clinic & Doctors Clinic
- Counselling
- Allied Health and Chronic Disease Management
- Health Education & Promotion
- School Focused Youth Program
- Health Promotion
- Mental Health
- Community Health Nursing
- Ballarat Youth Housing
- Support Groups
- Refugee Health Program

Postal Address: P.O. Box 1156
Bakery Hill, VIC 3354
Telephone (03) 5338 4500
Email: info@bchc.org.au
Website: www.bchc.org.au

The Ballarat Community Health (BCH) aims to uphold the rights of clients to informed decision making in relation to their care.

Client refers to consumer, client and patient.

CLIENT RIGHTS

- The client has the right to freedom of expression and confidentiality.
- The client has the right to quality and respectful care, which recognises their dignity and personal beliefs.
- The client has the right of access to their file/record under Freedom of Information legislation and the Privacy Act, except where such access is prohibited by law.
- The client has the right to make their own choice in relation to any advice, information, or options given to them, and to decline these if they choose to do so.
- The client has the right to privacy and dignity and to confidentiality of personal information within any of the BCH service venues, except where personal safety and the safety of others are at risk or there is a legal requirement.
- The client has the right to voice any opinion or comment about BCH services in a respectful manner.
- The client has the right to an independent advocate. Please refer to brochure 'How to get help with Advocacy' available at reception of each site.

- The client has the right to receive information concerning other services that may assist them.
- The client has the right to fair investigation of any complaint.
- The client has the right to be a member of Ballarat Community Health and to attend any community consultations the centre may conduct.
- The client has the right to an interpreter.
- The client has the right to appeal a decision

CLIENT RESPONSIBILITIES

The client has the responsibility to:

- Provide information that enables the health care worker to provide adequate care and advice.
- Actively seek health care information.
- Work towards meeting any agreement / plan, chosen in partnership with a health care worker.
- Acknowledge responsibility for the consequences of their decisions to accept or reject advice.
- Respect the privacy and space of others attending the Community Health Centre and to keep in confidence any information shared by a group member in any program conducted by the service.
- Recognise that choices made in relation to their lifestyle affect their health.
- Keep appointments, or notify if unable to attend prior to the agreed appointment time.

- Not attend appointments under the influence of alcohol or any illicit drug.
- Document any complaint about a worker or the service, and address it to the C.E.O. Feedback Forms are located at reception of all sites.
- Accept that workers are bound by law to keep accurate written records of interviews, and to report suspected cases of child abuse to the Child Protection Authority or Child First programs in the case of concerns for children's well being.
- To act in a respectful manner towards staff and clients who attend the organisation.
- Remove any illicit substances from view, should the worker be present at the client's home.
- Respect the right of the worker to conduct an interview with the client / support person in a non-threatening manner.

CLIENT INDEPENDENCE

- The client has the right to information and education, which is adequate, accurate, and presented in a manner and language which will allow them to make an informed decision relating to their care.
- The client has the right to request transfer to another worker concerning the same health issue.