

CENTRAL BAYSIDE COMMUNITY HEALTH SERVICES MISSION STATEMENT

Central Bayside Community Health Services is one of the Southern Region's largest, fastest growing and most progressive community health groups. The organisation provides a comprehensive range of services from a number of sites.

Central Bayside Community Health Services is committed to the health and well-being of the whole person. In co-operation with the community and other agencies, Central Bayside provides a comprehensive and accessible range of quality primary health and community services.

The aim of these services is to enhance the individual's and community's health, independence and general well-being.

Central Bayside Community Health Services promotes a preventative health model, whereby members of the local community are encouraged to take responsibility for their own and their community's health and well-being.

**Address all correspondence to
THE CEO
CENTRAL BAYSIDE COMMUNITY
HEALTH SERVICES**

**HEAD OFFICE
335 NEPEAN HIGHWAY PARKDALE
TEL 8587 0200 FAX 8587 0210**

**A range of other services are also
available from the following venues**

DENTAL CLINIC

335 NEPEAN HIGHWAY PARKDALE
TELEPHONE 8587 0350

ADULT COMMUNITY OPTIONS

299 CENTRE DANDENONG ROAD CHELTENHAM
TELEPHONE 9581 1111

CHELSEA

23 BATH STREET CHELSEA
TELEPHONE 9781 9333

CLARINDA

42 VINEY STREET CLARINDA
TELEPHONE 9552 4333

ADULT DAY ACTIVITY SUPPORT & RESPITE SERVICES

31 VENICE STREET MENTONE
TELEPHONE 9583 6970



**CENTRAL
BAYSIDE
COMMUNITY
HEALTH
SERVICES**

CONSUMER RIGHTS STATEMENT

Please take the time
to read this pamphlet.
Our staff will be happy to answer
any questions that you might have.

335 Nepean Highway Parkdale 3195
Telephone 8587 0200 Fax 8587 0210
Email : info@cbchs.org.au
Web Site : <http://www.cbchs.org.au>
Registration No. A0034938T
Working Smoke Free

CONSUMER RIGHTS STATEMENT

AIMS

The Centre aims to provide the Community with high quality health services which promote wellness and encourage people to share in responsibility for their own health and well being.

This pamphlet contains information on the Service, including a Consumer Rights Statement and Suggestion Box.

YOU HAVE THE RIGHT

To quality health care from appropriately trained and experienced staff.

To receive care from staff who will be respectful of your privacy and dignity.

To receive care without fear of discrimination of any kind.

To restoration by the best quality of care available to you.

To know the full cost of proposed treatment.

To expect that information concerning you will be treated confidentially.

To request any information required to assist your understanding of the services offered.

To make informed decisions on your health care, and to choose from available alternatives of care.

YOU HAVE THE RIGHT

To consent or refuse any assessment or treatment, including the right to consent or refuse participation in education or research programs, and the right to refuse treatment from students.

To have an advocate (friend, family member, and/or interpreter/signer) present when attending the service. An interpreter can be arranged for you by the staff at the centre.

To request a transfer to another staff member by speaking with your worker or the Chief Executive Officer.

To be aware that, depending on the type of service you are attending, a health record may be created for you, and that details of services you receive may be recorded in that record.

To discuss your health record at your request. Please see your worker or the Chief Executive Officer to discuss this.

To a safe and comfortable environment.

To be aware that in order to provide the best possible level of care it may be necessary for appropriate staff to discuss some or all of your details with other staff. This will only be done after agreement with you. Also, from time to time it may be appropriate to exchange information with other agencies, and this will only be done with your written consent.

You should also be aware that whilst it is an extremely rare occurrence, health records can be subpoenaed by the courts.

YOU HAVE THE RIGHT

To make a complaint about the service you have received. You may speak directly to the Chief Executive Officer and if you are not satisfied, you may send a written complaint to the Board of Management.

To continued access to the Service after a complaint has been made.

To tell us if you are happy with the care you have received from the Service.

YOUR RESPONSIBILITIES

You are responsible for providing our staff, to the best of your ability, accurate information about matters relating to your health;

You are responsible for keeping appointments, and for providing as much notice as possible if you need to cancel an appointment;

We would appreciate if you would respect our staff, and be considerate towards other clients;

You are responsible for treating seriously any agreement to action and care chosen in partnership with a health worker;

You should acknowledge responsibility for the consequences of your decision to accept or reject advice;

Central Bayside Community Health Services has a non-smoking policy, and we would appreciate your compliance in this matter.