

CBCHS MISSION STATEMENT

CBCHS is committed to enhancing the individual's and the community's health, independence and general well being. CBCHS does this by developing and delivering innovative, responsive and targeted health services that are delivered in co-operation with the community and other agencies. We strive to ensure access and linkage to services for those in the community who may not readily access mainstream services.

VALUES

In achieving its mission, the CBCHS is an organisation which commits to integrity as its guiding principle; the Service values:

- Active client and community participation in service development and delivery;
- Innovative, quality services that are client focussed, responsive and outcome oriented;
- Services that address issues of access and equity;
- Pro-active and responsive service delivery to marginalised groups within our communities;
- Our staff and an environment where skills are developed and encouraged;
- Fostering partnerships which achieve the best outcomes for our communities;
- Good governance, ethical management and transparency in decision making; and
- For the ongoing provision of efficient and effective services in our community, the BOM recognises the practice of client co-payment towards service delivery however clearly specifies that no client will be denied service on the basis of an inability to pay.

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

58 VINEY STREET CLARINDA
TELEPHONE 9552 4333

PLANNED ACTIVITY GROUPS

31 VENICE STREET MENTONE
TELEPHONE 9583 6970



**WE WELCOME YOUR
COMMENTS**



**THE RIGHT INFORMATION
TO THE RIGHT PERSON
IN THE RIGHT WAY
AT THE RIGHT TIME**



**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**

YOUR INFORMATION IT'S PRIVATE

The Privacy Act and the Health Records Act provide a framework for centres to manage your information appropriately.

What happens to information about you while you are a consumer of Central Bayside Community Health Services

Who Are We?

We are one of several health and community care services in your area, all working together in partnership to meet your health needs.

What Information Do We Collect about You?

We keep your name and contact details on your client record. Other details such as your care plan and information about your health are recorded each time you visit.

Why Do We Collect Your Information?

The Information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan Central Bayside Community Health Services.

Who Else Sees Your Information?

Your information can only be seen by the professionals in this service involved in your care. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

What Say Do You Have in What Happens to Your Information?

You have a say in what happens to your information. We rely on the information you give us to help

provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to your health professional if you wish to change or cancel your consent.

How Will Your Information Be Protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can You Access Your Information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

Any Other Questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our client, or if you wish to access your record.