

Consumer Rights & Responsibilities Statement

Mission Statement

Our mission is to enhance the health and wellbeing of individuals through innovative, responsive services delivered in partnership with our community.

Values

Respect for each individual, families and for the diverse cultures within our communities.

Empowerment as a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.

Collaboration with each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

Quality in all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

Transparency in how we operate, particularly in how we make decisions and communicate.

Vision Statement

Quality. Community. Wellbeing.

Contact details:



Central Bayside Community Health Services

This pamphlet details your rights and responsibilities.

Please take the time to read this pamphlet.

Our staff will be happy to answer any questions that you might have.

Quality. Community. Wellbeing.

HEAD OFFICE

Including Dental Clinic and
Adult Community Options

335 Nepean Highway
Parkdale 3195

Telephone 8587 0200
Facsimile 8587 0210
Dental Clinic 8587 0350
Adult Community Options
8587 0250

Chelsea

3/1 The Strand
Chelsea 3196

Telephone 9781 9333

Clarinda

58 Viney Street
Clarinda 3169

Telephone 9552 4333

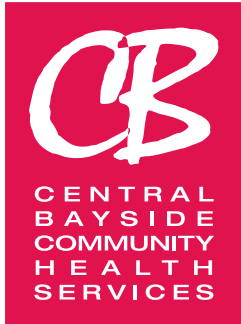
Planned Activity Groups

Day Programs for the Aged
and Younger Disabled

31 Venice St
Mentone 3194

Telephone 9583 6970

Email. info@cbchs.org.au
www.cbchs.org.au



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

You have the right to:

- quality health care from appropriately trained and experienced staff;
- receive care from staff who will be respectful of your privacy and dignity;
- receive care without fear of discrimination of any kind;
- restoration by the best quality of care available to you;
- know the full cost of proposed treatment;
- expect that information concerning you will be treated confidentially;

- request any information required to assist your understanding of the services offered;
- make informed decisions on your health care, and to choose from available alternatives of care;
- 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;
- 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 Service;
- request a transfer to another staff member by speaking with your worker;
- discuss your health record at your request. Please see your worker or their line manager;
- a safe and comfortable environment;
- make a complaint about the service you have received. You may speak directly to a General Manager and if you are not satisfied, you may send a written complaint to the CEO;
- continued access to the Service after a complaint has been made;
- 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;
- keeping appointments, and for providing as much notice as possible if you need to cancel an appointment;
- treating our staff respectfully;
- treating other clients respectfully;
- treating seriously any agreement to action and care chosen in partnership with a health worker;
- the consequences of your decision to accept or reject advice.

Medical Records

CBCHS has an obligation, depending on the type of service you receive to produce a medical record. This record will contain only information appropriate to the treatment you are presenting for. If this information needs to be shared with other appropriate staff at CBCHS or an external service this will only be done after agreement with you. In the unlikely event a medical record is subpoenaed, CBCHS is obliged to provide this information to the court.

Central Bayside Community Health Services has a no-smoking policy (no smoking on site).