



CLIENT INFORMATION



WELCOME . . . WE ARE HERE FOR YOU

This booklet outlines the many services available for you, your family and your friends.

Your health or wellbeing concern matters to us, and we want to work with you to find the best solution.

We will do this respectfully, to empower you to make informed choices about your health care.

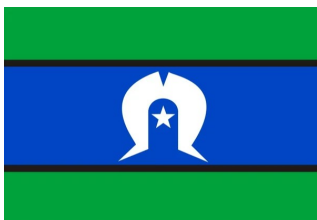
Our staff care about you and want to understand what is most important as they work with you.

We are here to listen.

Welcome to our services.



Bendigo Community Health Services acknowledges we work and live on the country of the Dja Dja Wurrung and Taungurung peoples. We pay our respects to the Traditional Owners of the land and waterways that we enjoy today.



We acknowledge Elders past, present and emerging for they hold the memories, the traditions and aspirations for the future. We celebrate the rich heritage and the continuing culture of the First Peoples of this nation.

RESPECT | INCLUSIVE | INTEGRITY | INNOVATION | TOGETHERNESS

Connect with us at www.bchs.com.au

What is a community health service?

Bendigo Community Health Services is a place you can go for health and wellbeing care no matter who you are, where you live or how much you earn.

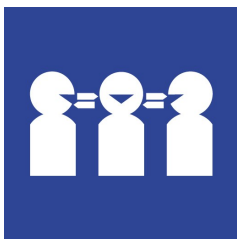
We offer a range of safe, high-quality services and supports that improve the health and wellbeing of our community.

We take a person-centred approach – partnering with you on your healthcare journey and ensuring you are an active participant when it comes to planning your healthcare needs.

We focus on you and your strengths, factoring in your life experience and understanding your physical health, mental health, social connections and environmental circumstances are all interconnected.

Our programs and services are broad, reflecting the diverse needs of our community. They include GP services, family and children's services, mental health, alcohol and other drug services and healthy lifestyle programs.

We are a not-for-profit organisation located within the City of Greater Bendigo.



Interpreter services

A staff member can arrange interpreter services for you.

People who have a hearing or speech impairment can contact us via the 24-hour National Relay Service.

TTY/voice: 133 677 **Speak and listen:** 1300 555 727

For more information: www.relayservice.com.au

How can we help you? Please let our staff know if there are any issues you would like to discuss, or feel we may be able to help you with.

PRIVACY

Bendigo Community Health Services (BCHS) is committed to protecting your privacy and confidentiality. Your personal and health information is protected by law, including the Privacy Act 1988 and Health Records Act 2001. All BCHS employees must adhere to relevant privacy legislation, including all BCHS staff, students, volunteers, and contractors.

How does BCHS collect, use, access, store and protect my information?

When you become a client of BCHS, an electronic health record is created. This includes personal information such as your name, contact details, and other demographics. This also includes health information such as your health condition/s, medications, relevant history, and the services and supports which are provided to you. Every time you attend or have contact with BCHS, new information is added to your health record.

BCHS collects personal and health information in order to provide you with the best possible services and supports. Your health record allows those involved in your services and supports to have a complete picture of your health and wellbeing.

Sensitive information such as sexual health history, racial or ethnic origin, religious beliefs or affiliations, sexual preferences or practices or record of criminal convictions will only be collected and maintained where these are necessary to provide a service, are related to a health need, or where they are required by funding bodies.

Your electronic health record is stored securely, and only authorised individuals are allowed to access to your personal and/or health information. BCHS takes all reasonable steps to prevent unauthorised access to your information.

In order to provide you with the best possible care, your service provider/s may consult with other BCHS service providers around the services and supports which are being provided to you.

How long will you keep my information?

We follow the Retention and Disposal guidelines as required by the Public Record Office Victoria.

When will BCHS disclose my information?

We will ask for your consent or may ask you to sign a consent form to confirm your permission for us to share your information with other individuals or organisations.

The exception is in situations that legally require BCHS employees to breach confidentiality, including mandatory reporting of child abuse, or information sharing relating to child safety or family violence, or where there is a threat to your own or another person's safety, or if your health record or service provider is subpoenaed as evidence by a Court.

Your personal and/or health information may also be used for internal purposes such as supervision, teaching, auditing of health records or evaluating and improving our services.

We are required to provide de-identified personal and/or health information to State and Commonwealth bodies in relation to funded services and programs. BCHS may also provide de-identified personal and/or health information to organisations or bodies for research purposes, however we will ask for your consent before we share your information for this purpose.

BCHS use secure methods to securely share your information where required including data-automation technologies to ensure only relevant information is provided.'

Can I communicate with BCHS anonymously?

You can choose to not identify yourself when seeking general information from BCHS which can be advised as part of the contact. No personal information will be collected or recorded unless required to respond to the relevant enquiry.

How can I access my information or seek a correction?

If you would like to view or get a copy of your health information, have our health records amended or have your health records sent to another health service provider, contact: inforequests@bchs.com.au or phone the Risk and Quality Team on (03) 5406 1200

How do I provide feedback about the privacy of my information?

If you have feedback about the handling of your information, you can talk to any BCHS staff member. You can also contact our Risk and Quality team at riskandquality@bchs.com.au or by phoning (03) 5406 1200.

The Victorian Complaints Commissioner can support you if you have a complaint around the privacy of your information, which you do not feel has been resolved by BCHS:

Victorian Health Complaints Commissioner

Phone: 1300 582 113 **or via** Level 26, 570 Bourke Street, Melbourne Victoria 3000

<https://hcc.vic.gov.au/>

If you need an interpreter, call Vic HCC via TIS National on 131 450

If you are Deaf, hard of hearing or speech impaired, contact the Vic HCC via the National Relay Service.

What if my personal information changes?

It is important that your health record contains your most up-to-date information.

If your personal details have changed please let us know as soon as possible.

My Health Record

My Health Record is an online summary of an individual's health information. Every eligible Australian has a My Health Record, unless they have chosen to opt out.

My Health Record lets you control your health information securely, in one place. This means your important health information is available when and where it's needed, including in an emergency.

Your health information (including a shared health summary, referrals, test results) may be uploaded to your My Health Record. If you do not want us to upload your health information, you need to let us know. BCHS employees authorised to access My Health Record may also be able to view other health information in your My Health Record to support in your care.

For more information on My Health Record:

Contact the Help Line 24/7 – 1800 723 471

or visit www.myhealthrecord.gov.au/for-you-your-family

Consent for treatment, procedure or intervention

Some of the services you receive from BCHS may involve a 'physical' treatment, procedure, or intervention.

Your service provider will ensure that you understand the proposed treatment, procedure or intervention and seek your consent before proceeding.

They will explain options available, and the benefits, risks and possible complications involved.

You may want to ask questions, get further information and/or give yourself time to consider your options before proceeding. You may be asked to sign a consent form to confirm your permission for the treatment, procedure, or intervention to proceed.

RIGHTS AND RESPONSIBILITIES

As someone who accesses our service, it is important for you to be informed about your rights as a service user and be aware of your responsibilities.

You have a right to:

- ◆ Be treated with courtesy and respect.
- ◆ Receive services and supports which do not discriminate on the basis of race, religion, gender, age, disability, sexuality or health status.
- ◆ Individual, responsive and considerate supports and services.
- ◆ Prompt service, subject to staff availability.
- ◆ Safe, high-quality services and supports from trained and experienced staff.
- ◆ Know the identity, professional status and qualifications of staff.
- ◆ Request a transfer to, or obtain a second opinion from, an alternative health care worker from the same team, although this may involve travel to a different site.
- ◆ Participate in decisions affecting you.
- ◆ Have a friend, family member or professional advocate with you when receiving a service or support from BCHS.
- ◆ Decline any advice, information or treatment options given to you by your health care workers and to be fully informed of the consequences of that decision.
- ◆ Refuse student involvement in the provision of services or supports to you.
- ◆ Refuse to participate in education or research programs.
- ◆ Expect that information concerning you will be treated confidentially within BCHS, according to privacy or information requirements.
- ◆ Make a complaint about any matter to BCHS and to have that complaint resolved through fair and adequate means.
- ◆ Continue to receive services and supports after making a complaint.

CLIENT RESPONSIBILITIES

- ◆ Treat staff and others in the service with courtesy and respect.
- ◆ Respect the privacy of others attending BCHS.
- ◆ Keep appointments and/or if unable to keep an appointment, to notify BCHS as soon as possible.
- ◆ Assist in planning your supports and services by giving accurate and complete information about your current health and wellbeing concerns.
- ◆ Be actively involved in your own treatment and supports.
- ◆ Acknowledge the consequences of your decision if declining services or information offered by a health care worker.
- ◆ Respect any agreement made between you and your health care worker.

Waiting time for services

When you request a service from BCHS, you may be placed on a waiting list.

This will occur when there is high demand for a particular program or service.

Fees and payment options

Some of our programs charge fees to recover additional costs associated with a service or program. For more information visit www.bchs.com.au

If you would like to discuss fees or payment options, please talk to our staff .



Advocacy

An advocate is someone who can support and assist you to get the services you need.

We recommend the following independent advocacy service:

The Rights Information and Advocacy Centre

Phone: 1800 221 944 or (03) 5822 1944

COMPLIMENTS, SUGGESTIONS & COMPLAINTS

Feedback about your experience with our organisation is always welcome. At no time will your feedback reflect negatively on your continued use of our services and programs.

The following options are available for you to provide compliments, suggestions or feedback on your experience with BCHS:

Hard copy Compliments, Suggestions and Complaints forms are available at BCHS sites, or a BCHS staff member can provide you with a form and/or complete a form on your behalf. Please return your form to a BCHS staff member or send to:

Chief Executive Officer
PO Box 1121,
Bendigo Central, Vic 3552
or via e-mail at bchs@bchs.com.au

An electronic Compliments, Suggestions and Complaints form is available on BCHS' website www.bchs.com.au

Where requested or required, a BCHS staff member will respond to your feedback either in person or by phone, e-mail, or letter within 30 days.

The Victorian Complaints Commissioner can support you if you have a complaint which you do not feel has been resolved by BCHS:

Victorian Health Complaints Commissioner
1300 582 113
Level 26, 570 Bourke Street, Melbourne Victoria 3000
<https://hcc.vic.gov.au/>

If you need an interpreter, call the Vic HCC via TIS National on 131 450.

If you are Deaf, hard of hearing or speech impaired, contact the Vic HCC via the National Relay Service.

DIVERSITY AND INCLUSION

We provide services and supports to all sectors of the community regardless of background, where you live, what you look like, what you think or what you believe.

We want people of all gender identities, sexualities, cultural backgrounds, religions and abilities to feel safe with BCHS.

- ◆ We support people to access communication supports, technology, aids, equipment and services that increase and enhance their decision making and independence.
- ◆ We support people to develop and maintain their personal, gender, sexual, cultural religious and spiritual identity.
- ◆ We provide people with information, in a format that facilitates understanding, to enhance informed decision making and choice.
- ◆ Our assessment, planning and actions promote cultural safety and connectedness and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islander people.
- ◆ We maintain appropriate community linkages and collaborate with Aboriginal services to meet the cultural needs of Aboriginal and Torres Strait Islanders.
- ◆ We provide culturally competent services which respect a person's cultural and linguistically diverse identify.
- ◆ We maintain appropriate community linkages and collaborate to meet the cultural, spiritual and language needs of people.
- ◆ We use accredited qualified healthcare interpreters as required, to support more effective communication.



BCHS understands discrimination has a direct impact on health and wellbeing, and many people experience barriers accessing health and community services.

We work to address health and social equity by providing services and supports that promote human rights, are trauma informed and culturally safe.

CONTACT BCHS

BENDIGO
75 Mitchell Street

Opening hours:
Monday, Wednesday, Thursday:
8am - 5pm. Tuesday: 8am - 7pm.
Friday: 8am - 4.30pm.

BENDIGO
165-171 Hargreaves Street

Opening hours:
Monday to Thursday: 8am - 5pm.
Friday: 8am - 4.30pm.

KANGAROO FLAT
19 Helm Street

Opening hours:
Monday to Thursday: 8am - 5pm.
Friday: 8am - 4.30pm.

WHITE HILLS
501A Napier Street

Opening hours:
Monday to Thursday: 8am - 5pm.
Friday: 8am - 4.30pm.

ELMORE
46 Jeffrey Street
Phone: 5432 6001 Fax: 5432 6101

Opening hours:
Monday to Friday: 9am - 5pm.

We can help you in the following areas:

- **Medical practice** (GPs at four sites)
- **Men's health**
- **Women's health**
- **Allied health** (including podiatry, physiotherapy, chronic disease, and respiratory management)
- **Child and family services**
- **Settlement services**
- **Sexual health**
- **Counselling and mental health**
- **Alcohol and other drugs treatment and withdrawal programs.**
- **My Aged Care services**

Phone for all sites:
5406 1200

Fax for all sites:
5441 4200

POSTAL ADDRESS (ALL SITES)

PO Box 1121
Bendigo Central, Victoria, 3552

www.bchs.com.au

**If you have an emergency,
call 000 immediately.**



bendigo
Community Health
services



Connect with us at www.bchs.com.au