

## your responsibilities

To make sure you get the best health care from EACH you should do these things:

- Keep appointments or let us know early if you need to cancel.
- Show consideration and respect for staff, accepting that there are limits to the services that EACH can provide.
- Give the information needed to provide you with the required services.
- Ask questions about your health care so that you can make informed decisions.
- Respect the advice given to you, accepting that the final decision is yours.
- Maintain the confidentiality and privacy of staff and other people using EACH services particularly when you are participating in group programs.
- Observe safety procedures (including NO SMOKING signs) to ensure a safe environment for everyone.
- Observe the code of conduct for the service you are receiving or the program you are attending.
- Ask for an advocate or support person to advise you about your rights and responsibilities when receiving services.

## service directory

### community inclusion and support services

46 warrandyte road ringwood 3134 vic  
t 9871 1850 f 9876 0100

### community mental health support services

7-9 john street lilydale 3140 vic  
t 9735 7900 f 9739 4733

### employment and training services

7-9 john street lilydale 3140 vic  
t 9735 7900 f 9739 4733

### maroondah social and community health centre

75 patterson street east ringwood 3135 vic  
t 9837 3999 f 9879 6356

### regional counselling

46 warrandyte road ringwood 3134 vic  
t 9871 1800 f 9870 4688

### youth and family services

46 warrandyte road ringwood 3134 vic  
t 9871 1800 f 9870 4688

### eastern access community health

partners in building healthy communities

### main office

46 warrandyte road ringwood 3134 vic  
t 03 9871 1800 f 03 9870 4688  
info@each.com.au [each.com.au](http://each.com.au)

## your rights & responsibilities



## your rights

As healthcare providers, the staff of Eastern Access Community Health (EACH) recognise the partnership we have with our clients. Because that partnership is important to us, we try to create an atmosphere of mutual trust and respect. As a result the following client rights and responsibilities demonstrate our commitment to this partnership.

As a client of EACH you have the right to...

### quality and respect

- High quality, non-discriminatory and respectful health care.
- Staff who continually update their professional skills.
- Information.
- Written information about your rights and responsibilities.
- Be informed and ask for information so you can make decisions about your health care.
- View your health records.

### confidentiality

- Your personal information being kept confidential.
- Have your privacy maintained.
- Choose to remain anonymous.

## choice

- Consent to, or refuse, any assessment or treatment procedure.
- Have another person of your choice to support you and advocate (speak) on your behalf about your rights and responsibilities when receiving services.  
An advocate can be a friend, family member, carer or person from an advocacy service. For further information speak to your service provider.
- Request a transfer to another service provider.
- Choose not to take part in educational or research projects or to receive services from students.

## being heard

- A simple process for providing feedback and making complaints.
- Fair and prompt investigation of any complaint.
- Continued service after making a complaint.

## interpreters

If English is not your first language, and you would prefer to discuss your health or treatment in your first language, an interpreter can be arranged for you. Interpreter services are also provided for deaf and hearing-impaired people.

Health workers may book an interpreter to help them talk to you if they need information from you which is complicated or very important.

Interpreter services are free. All interpreters are trained and services are confidential.

## complaints

If you have a complaint or are unhappy with any aspect of our service we encourage you to speak directly with your service provider about the matter or, alternatively, ask to speak to their manager.

If the issue has not been resolved satisfactorily you can contact the Community Liaison Officer on **(03) 9871 1800**, or fill in a Feedback and Complaints form and mail it to the EACH main office.

The Community Liaison Officer will manage complaints according to EACH's Feedback and Complaints Policy, a copy of which is available on request.

You can also contact the Business Manager, Family Relationship Services Program, Department of Families, Community Services and Indigenous Affairs on **1300 653 227**.