

# Important Information

## Key information to consider as a client of BRHS

This is a summary of key information you need to be aware of when accessing services at Bairnsdale Regional Health Service (BRHS).

If you have any questions, please ask the health professional looking after you. More information is available on the brochures listed which are available in the Reception areas at the Main Hospital Site or Community Health Reception at Ross St or please ask a staff member.

### Your Rights as a BRHS Client

As a person using BRHS services, you have a number of rights.

#### BRHS recognises your right to:

##### Access

- You have a right to health care.
- You have a fundamental right to adequate and timely health care.

##### Safety

- You have the right to receive safe and high quality care.

##### Respect

- You have the right to be shown respect, dignity and consideration and courtesy.
- You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics such as age and gender.

##### Communication

- You have the right to be informed about services, treatment, options and costs in a clear and open way.
- As a client you have the right to be informed about the services available to you and about your rights as a client.

##### Participation

- You have the right to be included in decisions and choices about your care.
- You have the right to be in control of the care you receive by being part of planning and decisions made about the services provided to you.
- You also have the right to have your needs assessed.
- Ask questions if you're unsure about what is happening to you.

##### Privacy

- You have a right to privacy and confidentiality of provided information.
- You have the right to privacy and confidentiality and to access information about you on agency files. There is a Freedom of Information process to follow to gain access to your file please see the "**Freedom of Information brochure**"
- If you need more information please see the HACC brochure "**Your Information – its private**"

##### Comment

- You have the right to comment on your care and have your concerns addressed
- Your comments are valued and you have the right to make a confidential complaint if you are not happy with the services you receive.
- As someone using BRHS, you have the right to give honest feedback about the service you are getting without fear of losing the service, or having it reduced.

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All complaints are investigated. If you would like us to respond to you, please provide your contact details.

If you wish to remain anonymous, any issues you raise will still be fully investigated.

- If you wish to make a complaint about BRHS you can:
  - Fill in our consumer feedback form.
  - Speak to a manager — please ask any member of staff to arrange this
  - If you don't want to speak to anyone BRHS - The Health Services Commissioner is an independent statutory authority established to receive and resolve complaints about health service providers. This is a free service and discussions are confidential.

Toll Free: 1800 136 066

Fax: (03) 8601 5219

E-mail: [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au)

- If you need more information please see the **"BRHS Consumer Feedback Form"**

### Advocacy

- Have another person of your choice support you and advocate (speak) on your behalf.
- Everyone has basic rights as Australian citizens and these include expressing your views.

It can be helpful to have family or friends to speak on your behalf, or 'Advocacy' agencies whose role is to advise people about their rights and responsibilities when receiving services. As someone using a BRHS Service, you have the right to involve an advocate of your choice to represent you at any time.

- If you need more information please see the **"BRHS Consumer Advocacy Information"** brochure.

### Your Responsibilities as a BRHS client:

While you have a number of rights as a service user, you also have some responsibilities to the people providing care to you. BRHS asks that you:

- Treat staff, volunteers and other health care consumers with respect and courtesy.
- Provide a safe work environment for staff and volunteers, help them to provide you with services safely, and inform them if there are any potential hazards.
- Take responsibility for the results of any decisions which you make with staff and volunteers about your care.

If you need more information about your rights please see **"The Australian Charter of Health Care Rights"** brochure.

We welcome feedback at:

**Bairnsdale Regional Health Service** PO Box 474 Bairnsdale VIC 3875  
P (03) 5150 3333 F (03) 5152 6784 E [email@brhs.com.au](mailto:email@brhs.com.au) [www.brhs.com.au](http://www.brhs.com.au)

The information in this brochure is intended as a guide to one of the services provided by BRHS and is correct at the time of publishing. **Issue date:** JULY 2014 **Our Ref:** AH0004

**Bairnsdale Regional Health Service is located on the traditional land of the Gunai Kurnai people.**

*My team is* **BRHS**