

Our Services

Your Community Health
enables health, wellbeing
and dignity for all
people in northern
Melbourne.



We offer medical, dental, allied health services and support programs at our health centres. Some services may be available in your home or in community settings.

We provide priority access to those most at risk of health inequalities and those that may face barriers to accessing traditional health services.

What do we offer?

We offer services to people of all ages, including:

- **Aboriginal & Torres Strait Islander Health**
- **Allied Health** – Counselling, Diabetes Education, Nutrition, Occupational Therapy, Physiotherapy, Podiatry, Speech Pathology
- **Dental** – Check ups, Dentures, X-Ray (OPG) Services
- **Medical** – LGBTIQ Health, Mental Health, Needle & Syringe Program, Nursing, Pharmacotherapy, Psychology, Refugee Health, Steroid Education, Vitamin D Clinic
- **Social Support** – Activity Groups, Men's Shed, Social Programs

Do you need an interpreter?

Interpreting services are free.



If you need an interpreter, you can call **Translating and Interpreting Services** on **131 450**, or let us know when you contact us.



Who can use our services?

Our services are available to everyone in northern Melbourne.

We provide priority access to:

- Aboriginal and Torres Strait Islanders
- Newly arrived Refugees and Asylum Seekers
- Children under 12 (with support to their parents and carers)
- Adults aged 65 or over
- People who are socioeconomically disadvantaged
- People with chronic or complex conditions
- People who live in unsafe or insecure environments
- People living with a disability

How can I access services?

Call us on **(03) 8470 1111** or email info@yourcommunityhealth.org.au.

A referral from your doctor or another health care worker may be required for some services.

Do I have to wait to access a service?

A waiting period applies for some services. We will talk with you about this when you contact us.

How much does it cost?

Some of our services are free. We are committed to providing quality, low cost and affordable services and will discuss the cost of the service with you when you make an appointment.

Please let us know if you are experiencing financial difficulties. We may be able to offer you a payment plan, or waive fees depending on your circumstances.

Do you protect my privacy and rights?

We protect the privacy and confidentiality of all clients and comply with privacy legislation. We follow the Australian Charter of Healthcare Rights. We want you to know your rights and responsibilities when you use our services, and will provide you with information about these.

Can I give you feedback?

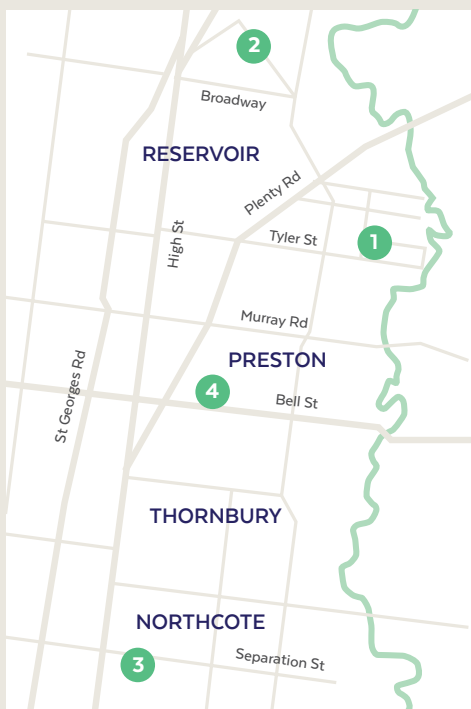
We welcome your feedback as it helps us to improve our services. Speak to one of our staff or complete a feedback form online or at our health centres.

How can I get more information?

Call us on **(03) 8470 1111** or email info@yourcommunityhealth.org.au. You can also visit our website www.yourcommunityhealth.org.au or come and speak to us at one of our centres.

Your Community Health services are available at:

- 1 East Reservoir Health Centre**
125 Blake Street
East Reservoir VIC 3073
Melway Ref: 19 C9
- 2 East Reservoir Community Hub**
Unit 1, 44 Whitelaw Street
East Reservoir VIC 3073
Melway Ref: 18 K5
- 3 Northcote Health Centre**
42 Separation Street
Northcote VIC 3070
Melway Ref: 30 F8
- 4 PANCH Health Centre**
300 Bell Street
Preston VIC 3072
Melway Ref: 30 H1



In an emergency, please ring 000



Your Community Health acknowledges the support from the Australian Government Department of Health and the Victorian Government.



We acknowledge that the Wurundjeri People of the Kulin Nations are the traditional custodians of the land.

your 
COMMUNITY HEALTH

YOURCOMMUNITYHEALTH.ORG.AU

OUR PROMISE TO YOU

Your Community Health is committed to working with our clients and community to provide a service that is personal and centred around your needs and preferences.

We will work with you to meet your health and wellbeing needs or the needs of those you care about.

We promise to always:

- Make you feel welcome
- Listen to you, without making assumptions or judgement
- Treat you with dignity, compassion and respect
- Uphold your rights
- Provide you with the information you need in a way that you will understand
- Seek your feedback and respond to your concerns

Give us feedback

We want to hear from you if we are keeping our promise, or if you think there are ways we can improve.

We consider all ideas and suggestions shared with us.

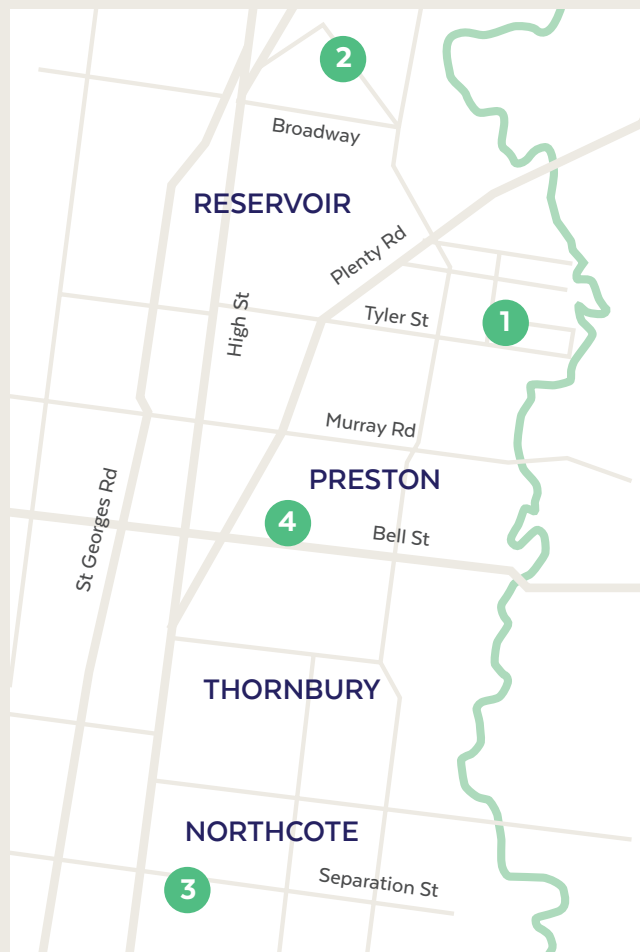
You can provide feedback and suggestions by:

- Talking to a member of staff
- Completing our Your Say Form at any of our health centres or online at www.yourcommunityhealth.org.au
- Calling the Complaints Officer on (03) 8470 1111, or writing to them at Your Community Health, 125 Blake Street, East Reservoir, VIC 3073



Your Community Health services are available at:

- 1 East Reservoir Health Centre**
125 Blake Street
East Reservoir VIC 3073
Melway Ref: 19 C9
- 2 East Reservoir Community Hub**
Unit 1, 44 Whitelaw Street
East Reservoir VIC 3073
Melway Ref: 18 K5
- 3 Northcote Health Centre**
42 Separation Street
Northcote VIC 3070
Melway Ref: 30 F8
- 4 PANCH Health Centre**
300 Bell Street
Preston VIC 3072
Melway Ref: 30 H1



Some services may be available in your home or in other local community locations. Call (03) 8470 1111 to find out more.



We acknowledge that the Wurundjeri People of the Kulin Nations are the traditional custodians of the land.

YOUR RIGHTS AND RESPONSIBILITIES

Your healthcare rights

Your Community Health has adopted the Australian Charter of Healthcare Rights.

The Charter describes the rights of clients, consumers, families and carers in all healthcare settings across Australia.

You can access the Charter on our website at www.yourcommunityhealth.org.au.

As a client of Your Community Health you have the right to:

- Access health care, regardless of your ability to pay
- Considerate, quality, respectful and safe care regardless of social status, gender, race, sexual preference, religion, political belief, mental health or any disabilities
- Clear, easy to understand information about your care, condition, treatment options, expected outcomes, side effects and cost
- Access an interpreter
- Have your privacy and confidentiality respected, and a say in what happens to your personal health information
- Have access to personal information held in your record, in accordance with legislation
- Make suggestions, give positive or

negative feedback, ask questions and make complaints about your care

- Engage someone to represent you, including external advocacy groups

As a client of Your Community Health, you have a responsibility to:

- Show consideration and respect to all staff, volunteers, clients and visitors
- Provide sufficient information to enable staff to provide the appropriate service, advice and/or care



- Carry out a treatment program or tell your health care worker if you are not intending to do so
- Respect the privacy of others attending Your Community Health services and to keep in confidence any information shared by group members in programs conducted by Your Community Health
- You have a responsibility to participate in making decisions about your care and to ask for more information if you don't understand something
- Observe safety procedures that may be requested while attending a service
- Tell us if you are unable to make an appointment, and give at least 24 hours notice

Your Community Health reserves the right to:

- Refuse a service to anyone who abuses or threatens others
- See other clients if you are late for your appointment
- Remove a client from the waiting list if appointments are consistently missed without proper notifications.

Interpreters

It is important that communication or language does not stop you from accessing health care services.

Interpreting services are free and can be made available for all appointments, activities or meetings at Your Community Health.

If you need an interpreter you can call Translating and Interpreting Services on 131 450, or let us know when you contact us.

To contact us via the National Relay Service you can use the following numbers:

- TTY/voice call - 133 677
- Speak and listen - 1300 555 727
- SMS relay - 0423 677 767

What to do if you feel your rights have not been respected

If you feel that Your Community Health has not valued or respected your rights, we encourage you to give us feedback or make a complaint.

You can provide feedback on our services at any time by:

- Talking to a member of staff
- Completing our Your Say form at any of our health centres or online at www.yourcommunityhealth.org.au
- Calling our Complaints Officer on (03) 8470 1111 or writing to them at Your Community Health, 125 Blake Street, East Reservoir, VIC 3073



We acknowledge that the Wurundjeri People of the Kulin Nations are the traditional custodians of the land.

KEEPING YOUR INFORMATION PRIVATE

We collect and use your personal information to help deliver our services to you, in the best possible way.

We are committed to protecting your privacy. This information sheet explains how.

What information do we collect about you?

We usually collect the following kinds of information from you:

- Name, address, telephone number, date of birth, gender and preferred language
- Health information, including information provided by a referring doctor
- Information about care and treatment, both past and present.
- Next of kin or preferred contact person
- Medicare number, Health Care Card number and pension number (if applicable)

Personal information may also be collected for responding to: enquiries, requests for access to information, and resolving complaints.

If there is information about you that you do not want collected or shared with other health care workers, please tell us. This may change the care options available to you, so we will work with you to decide how to give you appropriate care.

Please let us know if your details, such as address or contact numbers change.

How is my information used?

Your information is used only by the health care workers involved in your care.

We only release information about you if you agree, or if required by law, such as in a medical emergency.

If we refer your care to another service provider, we will ask for your consent before we send them your information.

Certain information about your care may be shared with the Department of Health and Human Services. This information does not have your name or contact details, it is used





to help allocate funding, plan services and improve the quality of care provided.

How will your information be protected?

We are committed to protecting the confidentiality of your health record and storing it securely. The privacy of your information is also protected by law and our Client Information Privacy Policy that can be found on our website.

How can I access or correct my information?

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

Please speak with your health care worker if you would like to access, transfer or correct your health record.

Questions or complaints about your privacy

If you have any questions or want to make a complaint about how we handle your personal information, please contact us using the information below:

Email: info@yourcommunityhealth.org.au

Online: www.yourcommunityhealth.org.au

Phone: (03) 8470 1111

Letter: Your Community Health, 125 Blake Street East Reservoir, VIC 3070

Or you can visit us in person at any of our health centres and complete the Your Say form.

Interpreters and translators can be provided to assist with the process.

If you are not satisfied with the handling or outcome of our process, you can lodge a complaint with the following external bodies:

Health Complaints Commissioner

Phone: 1300 582 113

Online: www.hcc.vic.gov.au

Letter: 26th Floor, 570 Bourke Street, Melbourne, VIC 3000

Australian Information Commissioner

Phone: 1300 363 992

Online: www.oaic.gov.au

Email: enquiries@oaic.gov.au

Letter: Level 3, 175 Pitt Street, Sydney, NSW 2001



We acknowledge that the Wurundjeri People of the Kulin Nations are the traditional custodians of the land.

CLIENT FEEDBACK

We welcome your feedback as it helps us continually improve our services.

How to provide feedback

- Talk to a member of staff
- Complete our Your Say form at any of our health centres or online at www.yourcommunityhealth.org.au
- Call our Complaints Officer on (03) 8470 1111
- Send a letter to the Complaints Officer at Your Community Health, 125 Blake Street, East Reservoir, VIC 3073

How we will respond to your feedback

Our process for responding to your comments varies depending on the type of feedback you are giving.

If you are making a suggestion:

We will use this information to help improve our services, facilities or processes. All ideas are valued and will be carefully considered.

If you are giving us a compliment:

We will tell the relevant staff members or team. We are always pleased to hear positive feedback as it helps us to know what we are doing well so that we keep doing it.

If you are making a complaint:

We will take your complaint seriously and look into the issue carefully. Making a

complaint will not affect your future use of our services or your confidentiality. When we receive your complaint, we will take the following steps:

- We will handle your complaint with confidentiality
- We will acknowledge your complaint and advise who is handling it within two working days
- We will aim to investigate your complaint within 28 working days. Some matters are more complex and may take longer to sort out. If that happens we will let you know and keep you informed of our progress
- We will provide a written response to your complaint and our response





- Sending a letter to the Complaints Officer at Your Community Health, 125 Blake Street, East Reservoir, VIC 3073

Interpreters and translators can be provided to assist with this process.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC).

The HCC responds to complaints about health services and the handling of health information in Victoria.

Their service is free, confidential and impartial.

You can fill out a complaint form online at www.hcc.vic.gov.au or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.

How to make a formal complaint

If you are not satisfied with our service, we want to know. We take complaints seriously and are committed to resolving them in a confidential and timely manner.

All formal complaints are thoroughly investigated.

At the end of the process, we will provide you with information about what has happened and what action we have taken or will be taking to ensure the problem doesn't arise again.

You can lodge your complaint by:

- Completing and submitting our Your Say form at any of our health centres or online at www.yourcommunityhealth.org.au
- Calling our Complaints Officer on (03) 8470 1111

Privacy statement:

The information we collect will be used by us to reply to the feedback you have given us. It may be disclosed to third parties where it is required or allowed by law, or where you have agreed to share the information.

When ideas from clients or community members are used by Your Community Health, this will be acknowledged.

Sometimes we include examples of feedback in our annual Quality of Care Report to show some of the issues that clients have experienced, and what we have done in response.

If we do this we don't mention people's names or any other details that would identify anyone.



We acknowledge that the Wurundjeri People of the Kulin Nations are the traditional custodians of the land.

KEEPING YOU SAFE FROM INFECTION

We adhere to Australian guidelines for infection control and carefully monitor our infection control practices.

Here we explain some of the steps that we take to keep you safe. You can speak to a Your Community Health worker at anytime if you have any concerns.

Preventing healthcare associated infections

Healthcare associated infections are infections that can occur while you are receiving care at a health service. Your Community Health workers take all possible steps to ensure that you don't get an infection through your contact with us.

To prevent the spread of an infection we:

- Clean our hands regularly with soap or an alcohol based hand rub
- Maintain a clean environment in the clinic
- Wear protective equipment such as gloves, gowns, masks and goggles
- Sterilise equipment or instruments that may come into contact with blood or other body fluids between each client
- Promote the immunisation of all of our health care workers
- Take steps to move clients who may have an infective illness to a space on their own

A clean environment

We employ cleaners to clean our centres to health care standards.

Your health care worker also cleans the room where you are seen between each client, particularly any furniture shared by clients such as treatment couches.

Waste that has been generated as part of your treatment and that may have come into contact with blood or body fluids is separated from other wastes and disposed of in special approved containers or infectious waste bins.





Sterile Instruments

All reusable instruments that may break the skin or come into contact with body fluids are carefully sterilised following cleaning, using a sterilisation machine. They are then kept in the packets they are sterilised in to make sure that they remain free of germs.

Some instruments, including all instruments used in our medical practice, are used once and then thrown away.

How you can help

You can help by:

- Washing your hands carefully with soap and water or using the alcohol based hand rub provided in waiting areas
- Asking your care provider if they have cleaned their hands

- Covering your mouth and nose when you cough or sneeze with a tissue (or coughing and sneezing into your elbow if you don't have one), and clean your hands afterwards
- Report any infections you have, especially if you are still taking medication for the infection
- Make sure you take the full course of antibiotics you are given, even if you are feeling better
- Let your healthcare worker know if you think the area isn't clean
- Follow the instructions provided by your health care worker to keep your wound clean and help it heal

You can help keep yourself and others healthy by always cleaning your hands:

- Before touching or eating food
- After going to the bathroom or toilet
- After sneezing, coughing or using tissues
- Before and after touching your eyes, nose or mouth
- Before and after touching a wound or dressing
- After touching animals

For more information or feedback

If you want to know more about our infection control practices, or have any concerns, please speak to your health care worker, or complete our Your Say form at any of our health centres or online. You can also contact our Complaints Officer on (03) 8470 1111 or write to them at Your Community Health, 125 Blake Street, East Reservoir, VIC 3073.



We acknowledge that the Wurundjeri People of the Kulin Nations are the traditional custodians of the land.

USING AN ADVOCATE

Sometimes you need help to:

- Speak up for your rights
- Ensure you are treated fairly and respectfully
- Make decisions
- Have your opinion heard

A person who helps you in this way is called an advocate.

An advocate provides a confidential and independent support service.

An advocate might:

- Speak on your behalf, if this is what you want
- Assist you to understand and resolve problems or complaints
- Sit beside you in meetings to support you to speak up for yourself and the decisions you want to make
- Gather information about other agencies or services that may be of assistance to you
- Provide information and assistance to support you to access and use services at Your Community Health
- Provide referral support to other services
- Assist you to advocate for yourself in the future

When you contact an advocacy agency, the advocate will:

- Listen and ask questions in order to clarify your specific issues of concern
- Provide information about your rights
- Discuss options with you and support you to choose how you want handle an issue
- Be accountable to you
- Support you to advocate for yourself, or speak on your behalf
- Provide information and referral to other agencies if they are unable to resolve the concerns





Finding an advocate

For further information on finding an advocate please contact any member of staff at Your Community Health, or the Office of the Public Advocate (OPA). OPA works to protect and promote the interests, rights and dignity of people with a disability.

Phone: 1300 309 337

Web: www.publicadvocate.vic.gov.au

The following list is of some agencies that provide independent advocacy support.

For people living with disability:

Victorian Advocacy League for individuals with Disability Inc (VALID): Phone: (03) 9416 4003; Web: www.valid.org.au

Action on Disability within Ethnic Communities (ADEC): Phone: 1800 626 078; Web: www.adec.org.au

Association for Children with a Disability: Phone: (03) 9818 2300; Web: www.acd.org.au

Disability Justice Advocacy Inc. (DJA): Phone: 1800 808 126; Web: www.justadvocacy.com

Leadership Plus: Phone: (03) 9489 2999; Web: www.leadershipplus.com

Adults with intellectual disability:

North East Citizen Advocacy (NECA): Phone (03) 8470 3684; Web: www.citizenadvocacy.com.au

People with an acquired brain injury:

Brain Injury Matters (BIM): Phone: (03) 9639 7222; Web: www.braininjurymatters.org

People with a mental illness:

Victorian Mental Illness Awareness Council (VMIA): Phone: (03) 9380 3900; Web: www.vmiac.org.au

Young people:

Youth Disability Advocacy Service (YDAS): Phone: (03) 9267 3733; TTY via the National Relay Service 133 677; Web: www.ydas.org.au

Older people and seniors:

Elder Rights Advocacy (ERA): Phone: 1800 700 600; Web: www.era.asn.au

Aboriginal and Torres Strait Islander people:

Victorian Aboriginal Legal Service (VALS): Phone: (03) 9418 5999; Web: www.vals.org.au



We acknowledge that the Wurundjeri People of the Kulin Nations are the traditional custodians of the land.