



# Our Services

**Our health and wellbeing services include:**



## Aboriginal and Torres Strait Islander Health

## Allied Health



- Counselling
- Diabetes Education
- Podiatry
- Physiotherapy
- Nutrition and Dietetics
- Occupational Therapy
- Speech Pathology

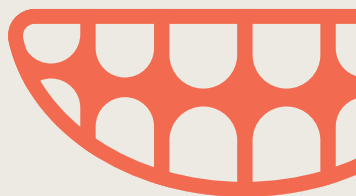
## Medical

- LGBTIQ Health
- Mental Health
- Needle and Syringe Program
- Nursing
- Pharmacotherapy
- Psychology
- Refugee health
- Steroid Education
- Vitamin D Clinic



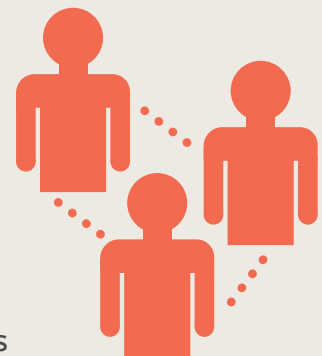
## Dental

- Check ups
- Dentures
- X-Ray (OPG) services



## Social Support

- Activity Groups
- Men's Shed
- Social Programs



# Who can use our services?



## 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 and older
- People who are socioeconomically disadvantaged
- People with chronic or complex conditions
- People who live in unsafe or insecure environments
- People living with disability



**Call (03) 8470 1111  
to book an appointment**



**Ph: (03) 8470 1111**  
**[www.yourcommunityhealth.org.au](http://www.yourcommunityhealth.org.au)**



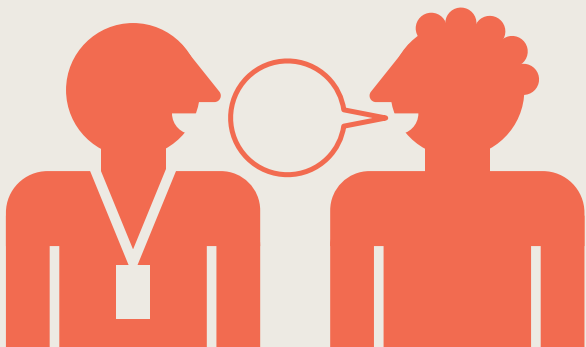
# Our promise to you

**We promise to always:**

**Make you  
feel welcome**



**Listen to you  
and not judge you**

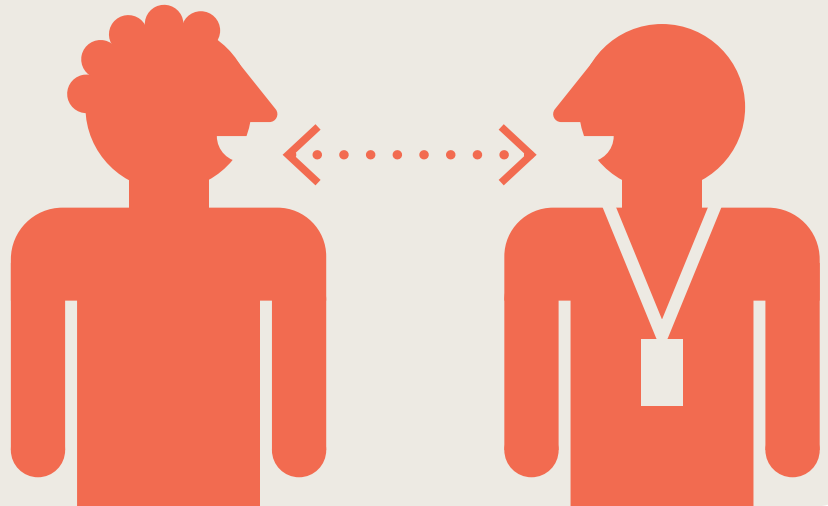


**Uphold  
your  
rights**

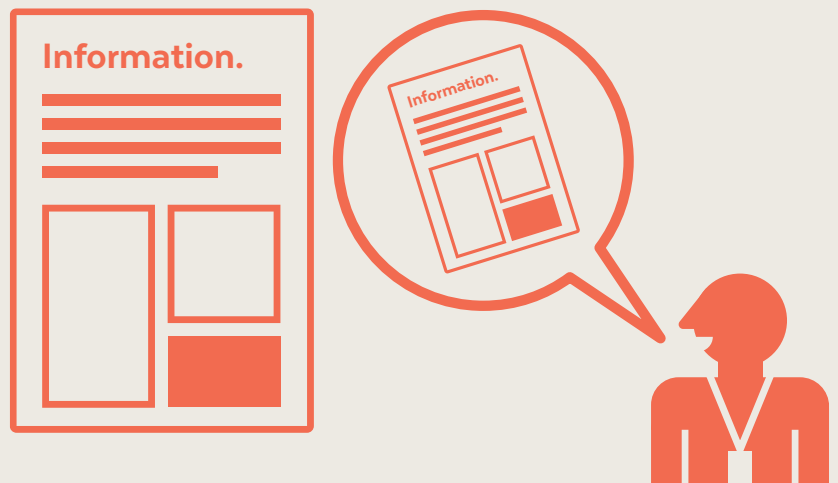


# Your Community Health promises to always:

**Seek your feedback and respond to your concerns**



**Provide information you need in a way you understand**



Ph: (03) 8470 1111  
[www.yourcommunityhealth.org.au](http://www.yourcommunityhealth.org.au)



# Your rights and responsibilities

You have the right to:

Health care,  
even if you can't pay



Considerate, quality,  
respectful and safe care



Access the information  
held on your record



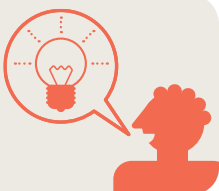
An interpreter  
if you need one



Privacy and  
confidentiality



Make suggestions  
and give feedback



Have someone to  
represent you



# You have a responsibility to:

Be considerate and respectful to staff and clients



Give enough information for us to provide good care



Carry out the treatment, or tell us if you are not going to



Respect the privacy of others



Be involved in making decisions about your care



Observe safety procedures



Tell us if you can't make an appointment (at least 24 hrs notice)



Ph: (03) 8470 1111

[www.yourcommunityhealth.org.au](http://www.yourcommunityhealth.org.au)



# Keeping your information private

We will protect your privacy



We may collect your personal information so that we can provide you with the right care



**We only release information about you:**



If you agree

If required by law, such as in a medical emergency





You can access the information on your record if you want to



If you have feedback or a complaint you can tell us or complete a Your Say form

**If you are not happy with our response you can contact:**



**HEALTH COMPLAINTS COMMISSIONER**

Health Complaints Commissioner  
Phone: 1300 582 113  
Web: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)



**Australian Government**  
**Office of the Australian Information Commissioner**

Australian Information Commissioner  
Phone: 1300 363 992  
Web: [www.oaic.gov.au](http://www.oaic.gov.au)



Ph: (03) 8470 1111  
[www.yourcommunityhealth.org.au](http://www.yourcommunityhealth.org.au)





# Client feedback

**We like to hear  
from you.**

**Feedback  
includes:**

**Telling us what  
you are happy  
about**



**An idea for  
something we  
could do better**



**Making a  
complaint**



**You can provide  
feedback by:**

- Talking to a member of staff
- Completing a Your Say form at our health centres or on our website
- Calling our Complaints Officer on (03) 8470 1111
- Writing to  
Complaints Officer  
Your Community Health  
125 Blake Street  
East Reservoir, VIC 3073

## If you give us feedback:

We will take it seriously



We will handle it confidentially



## If you have a complaint:

- We will tell you who is dealing with your complaint within two working days
- We will investigate your complaint
- We will send you a letter with our response within 28 days

## If you are not happy with our response, you can contact:

**Health Complaints Commissioner**  
Phone: 1300 582 113  
Web: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)



**Aged Care Complaints Commissioner**  
Phone: 1800 550 552  
Web: [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)



**Disability Services Commissioner**  
Phone: 1800 677 342  
Web: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)



Ph: (03) 8470 1111  
[www.yourcommunityhealth.org.au](http://www.yourcommunityhealth.org.au)



# Keeping you safe from infection

We help keep you safe from infection by:

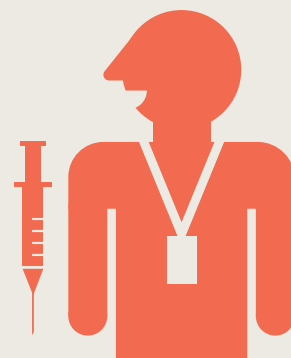
Cleaning our hands with soap or alcohol based rub



Sterilising equipment



Having health care workers who are immunised



Keeping sick people away from you



Keeping our clinics clean



# We help keep you safe from infection by:

Wearing gloves, gowns, masks and goggles



Disposing of infectious waste properly



# You can help by:

Washing your hands



Asking if we have washed our hands



Reporting any infections you have



Covering your mouth and nose when you sneeze



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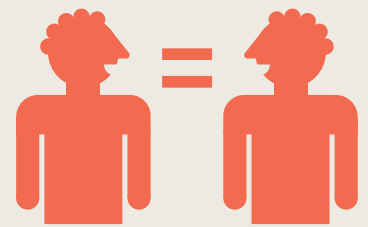


# Using an advocate

An advocate is a person who:



Speaks up for your rights



Makes sure you are treated fairly and with respect



Helps you understand and resolve problems or complaints



Provides information and assistance



Helps you make decisions



Helps you know how to speak up for yourself

# You can find an advocate by contacting:

## People living with disability:

- **Victorian Advocacy League for Individuals with Disability (VALID)**  
Phone: (03) 9416 4003  
Web: [www.valid.org.au](http://www.valid.org.au)
- **Action on Disability within Ethnic Communities (ADEC)**  
Phone: 1800 626 078  
Web: [www.adec.org.au](http://www.adec.org.au)
- **Association for Children with a Disability**  
Phone: (03) 9880 7000  
Web: [www.acd.org.au](http://www.acd.org.au)
- **Disability Justice Advocacy Inc. (DJA)**  
Phone: 1800 808 126  
Web: [www.justadvocacy.com](http://www.justadvocacy.com)
- **Leadership Plus**  
Phone: (03) 9489 2999  
Web: [www.leadershipplus.com](http://www.leadershipplus.com)
- **North East Citizen Advocacy (NECA)**  
Phone: (03) 8470 3684  
Web: [www.citizenadvocacy.com.au](http://www.citizenadvocacy.com.au)

## People with an acquired brain injury:

- **Brain Injury Matters (BIM)**  
Phone: (03) 9639 7222  
Web: [www.braininjurymatters.org](http://www.braininjurymatters.org)

## People with a mental illness:

- **Victorian Mental Illness Awareness Council (VMIAC)**  
Phone: (03) 9380 3900  
Web: [www.vmiac.org.au](http://www.vmiac.org.au)

## Young people:

- **Youth Disability Advocacy Service (YDAS)**  
Phone: (03) 9267 3709  
Web: [www.ydas.org.au](http://www.ydas.org.au)

## Older people and seniors:

- **Elder Rights Advocacy (ERA)**  
Phone: 1800 700 600  
Web: [www.era.asn.au](http://www.era.asn.au)

## Aboriginal and Torres Strait Islander people:

- **Victorian Aboriginal Legal Service (VALS)**  
Phone: 1800 064 865  
Web: [www.vals.org.au](http://www.vals.org.au)



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