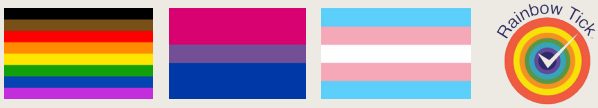
your COMMUNITY HEALTH

Our Services

Our health and wellbeing services include:

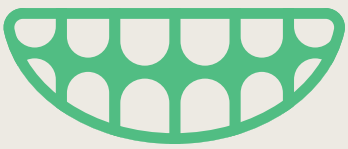


Aboriginal and Torres Strait Islander Health



LGBTIQA+ Health

- Inclusive services that respect your gender, sexuality and identity
- Trans and Gender Diverse health
- Peer Navigation



Dental

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



Medical

- General Practice
- Paediatric health
- Lymphoedema
- Seniors Lifestyle Victoria
- Medicare Urgent Care Clinic
- Private Psychology
- LGBTIQA+ health
- Mental health
- Nursing
- Pharmacotherapy
- Refugee health

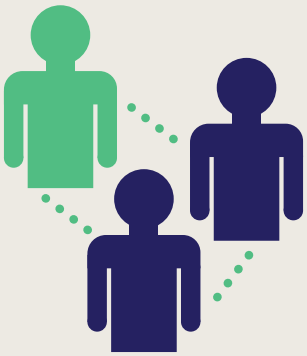


Allied Health

- Counselling
- Diabetes Education
- Podiatry
- Physiotherapy
- Nutrition and Dietetics
- Occupational Therapy
- Speech Pathology
- NDIS
- Aged Care
- Community Health Nurse
- Early Childhood Approach

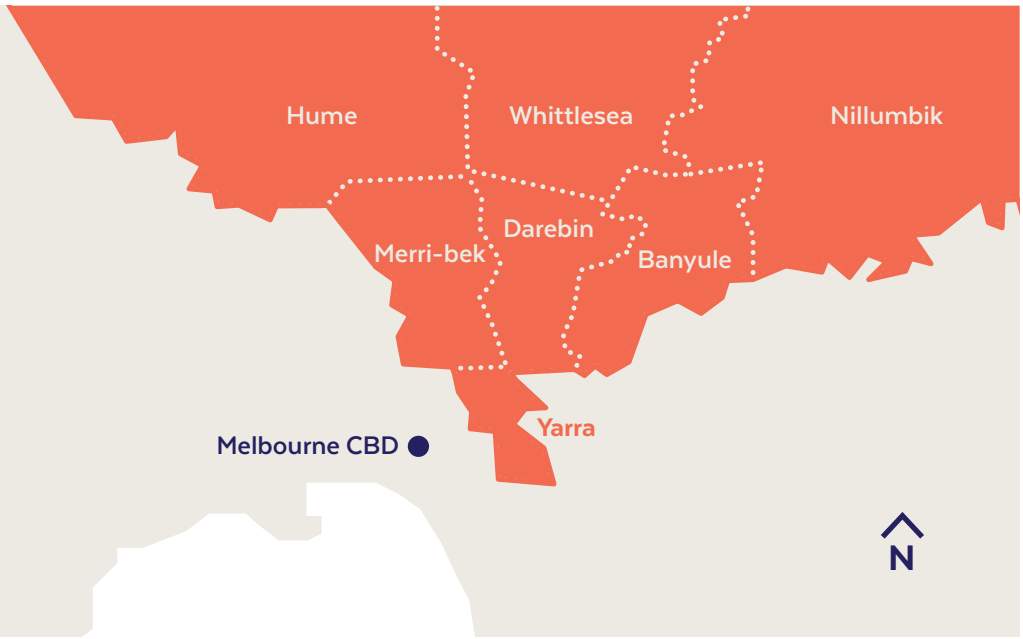
Community Wellbeing and Social Supports

- Cultural and activity groups
- Darebin Men's Shed
- Social events and outings
- Community programs and events
- Needle and Syringe Program
- Harm Reduction
- Youth supports
- Stop Smoking supports
- Health Coach
- NDIS



Who can use our services?

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 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
- LGBTIQA+ peoples

Call (03) 8470 1111 to book an appointment

your COMMUNITY HEALTH

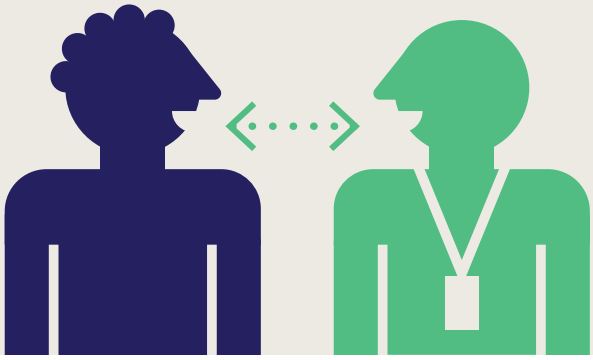
Our promise to you

We promise to always:

Make you feel welcome



Seek your feedback and respond to your concerns



Listen to you and not judge you



Provide information you need in a way you understand



Uphold your rights



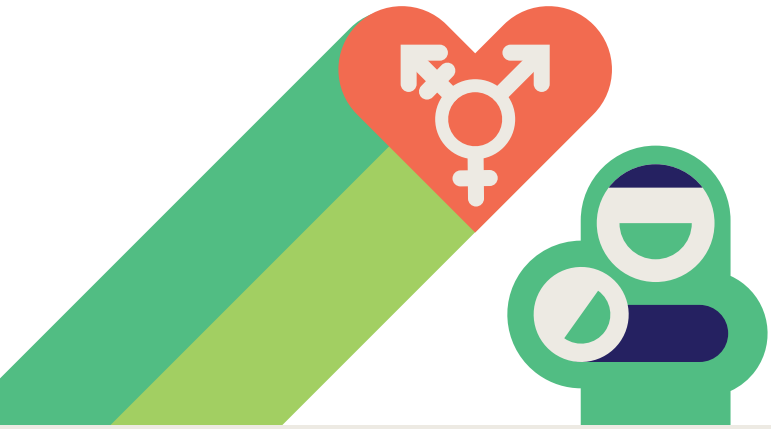
your COMMUNITY HEALTH

Our commitment to inclusive practice

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities, abilities and backgrounds are accepted, safe and celebrated.

We welcome people of all ethnicities, faiths, socio-economic circumstances, sexual orientations, gender identities, abilities, bodies, migration status, age and Aboriginal and Torres Strait Islander descent at our services.

Our staff are committed to upholding our values of Courage, Empathy, Integrity and Achievement in the workplace. These values guide us in delivering inclusive and equitable care and support to our clients and community.



YourCH staff commit to:

- Pursuing ongoing learning and not letting fear of mistakes prevent us from progressing our inclusive practice. We speak up in response to injustice, standing with our clients and communities to work for a more inclusive future.
- Embracing and valuing the diversity of our co-workers, clients and communities. We provide a safe and inclusive environment within which all can thrive.
- Respecting our co-workers and clients as individuals with unique identities and needs. We are respectful and ethical in all our workplace dealings.
- Adapting to the evolving needs of our co-workers, clients and communities. We are proactive in seeking new ways to improve our culture and services, recognising the inherent benefits in fostering different perspectives and individuality.

your COMMUNITY HEALTH

What we ask and why

At Your Community Health, we are committed to ensuring our services are welcoming, inclusive and safe for everyone.

To give you the best possible service, we will ask you a number of questions. Some of them are personal, but knowing more about you helps us give you the support you need and ensure us and our partners plan better services in the future.

Your privacy

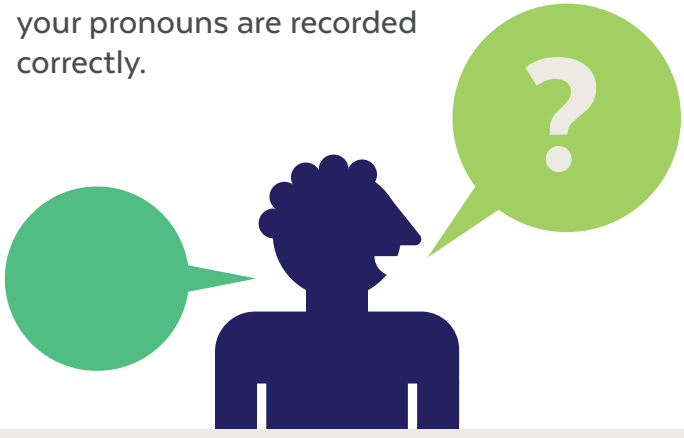
The staff at Your Community Health are committed to respecting your privacy. There are many laws that protect your personal information, and tell us how it should be collected and stored. Our staff are trained to understand these laws and our responsibilities to you. Our policies include the following:

- Your personal information is securely stored on our encrypted computer system
- Our staff will not share any of your sensitive, personal information without your consent.

What we need to ask

- Basic information like your name, date of birth and contact details
- If you are Aboriginal and/or Torres Strait Islander
- Your preferred language and cultural identity
- Your gender identity and what pronouns you use
- Whether you are part of the LGBTIQA+ community.

You do not have to answer any of these questions. You can tell us you 'prefer not to say' and that is ok. If you are trans or non-binary, or you identify as a Sistergirl or Brotherboy, we will make sure your pronouns are recorded correctly.



your COMMUNITY HEALTH

Your rights and responsibilities

You have the right to:

- Healthcare, even if you cannot pay
- Considerate, quality, respectful and safe care
- Access the information held on your record
- An interpreter if you need one
- Make suggestions and give feedback
- Privacy and confidentiality
- 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 cannot make an appointment (at least 24 hrs notice)

your COMMUNITY HEALTH

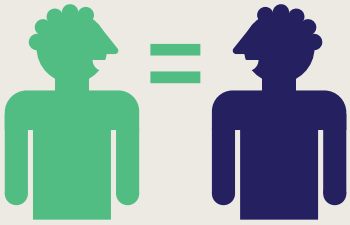
Using an advocate

An advocate is a person who:

Speaks up for you and 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 know how to speak up for yourself





Helps you make decisions

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
- **Action on Disability within Ethnic Communities (ADEC)**
  Phone: (03) 9480 7000
  Web: www.adec.org.au
- **Association for Children with a Disability**
  Phone: (03) 9880 7000
  Web: www.acd.org.au
- **Disability Justice Advocacy Inc. (DJA)**
  Phone: 1800 808 126
  Web: www.dja.org.au
- **Leadership Plus**
  Phone: (03) 9489 2999
  Web: www.leadershipplus.com
- **North East Citizen Advocacy (NECA)**
  Phone: (03) 8407 3684
  Web: www.citizenadvocacy.com.au
- **Youth Disability Advocacy Service (YDAS)**
  Phone: 0455 621 849
  Web: www.ydas.org.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 (VMIAC)**
  Phone: (03) 9380 3900
  Web: www.vmiac.org.au

Older people and seniors:

- **Elder Rights Australia**
  Phone: 1800 700 600
  Web: www.elderrights.org.au

Aboriginal and Torres Strait Islander people:

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

your COMMUNITY HEALTH

Keeping your information private

We will protect your privacy

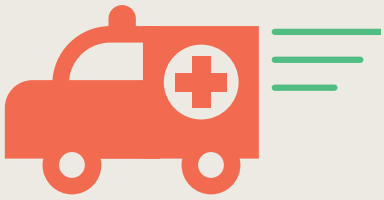


We may collect your personal information so that we can provide you with the right care



We only release information about you:

If required by law, such as in a medical emergency



If you agree



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



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



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

Health Complaints Commissioner
Phone: 1300 582 113
Web: www.hcc.vic.gov.au

HEALTH COMPLAINTS COMMISSIONER

Australian Information Commissioner
Phone: 1300 363 992
Web: www.oaic.gov.au

Australian Government
Office of the Australian Information Commissioner

your COMMUNITY HEALTH

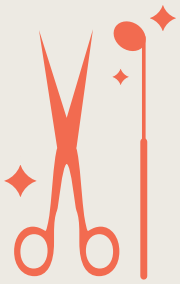
Keeping you safe from infection

We keep you safe from infection by:

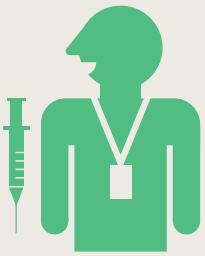
Cleaning our hands with soap or alcohol based rub



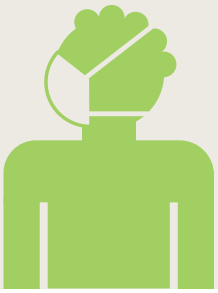
Sterilising equipment



Having health care workers who are immunised



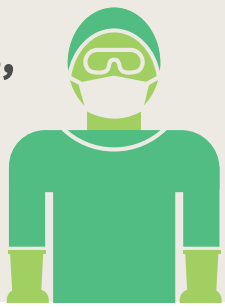
Keeping sick people away from you



Keeping our clinics clean



Wearing gloves, gowns, masks and goggles



Disposing of infectious waste properly



You can keep yourself safe from infection by:

Washing your hands



Asking if we have washed our hands

Reporting any infections you have



Covering your mouth and nose when you sneeze



your COMMUNITY HEALTH

Client feedback

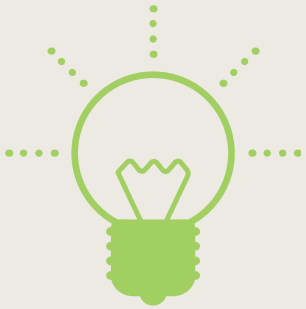
We like to hear from you.

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
- **Complete** a Your Say client feedback form
- **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



You can be anonymous



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

HEALTH COMPLAINTS COMMISSIONER

Aged Care Quality and Safety Commission
Phone: 1800 951 822
Web: www.agedcarequality.gov.au

Australian Government
Aged Care Quality and Safety Commission

NDIS Quality and Safeguards Commission
Phone: 1800 035 544
Web: www.ndiscommission.gov.au

NDIS Quality and Safeguards Commission

your COMMUNITY HEALTH

Dental Service

Our dental service provides preventative, general and denture care services to eligible clients.

We also offer dental education, advice and support to everyone who accesses our dental service. Ask us about making a time to talk to a Dental Coach.

Who can access this service?

We provide care to:

- All children aged 0 to 12 years.
- All children aged 0 to 18 years who hold or Parents/Guardians hold, a Health Care Card or Pension Concession Card.
- All children eligible for Medicare Child Dental Benefits Schedule (CDBS). This is Bulk Billed.
- Adults aged 18+ years who hold a Health Care Card or Pension Concession Card.

How can I access preventative, general & denture care?

- To access care you will need to register your details with us. You can do this in person at one of our sites or over the phone on 8470 1111.
- Waiting lists for these services do apply due to high demand. If you are in pain or have a dental emergency please contact us for emergency dental care.
- Children and Priority Access clients are offered the next available appointment.

How can I access emergency dental care?

- If you have a toothache or other dental emergency please contact us as soon as possible.
- A Client Services Officer will ask you some questions about your dental emergency. This information will help us assess your treatment needs, and we can arrange an appointment if required.

Please let us know if you identify with one or more of the following Priority Groups

- Eligible Aboriginal and/or Torres Strait Islander peoples.
- Homeless or at risk of homelessness.
- Asylum Seeker or Refugee.
- Eligible Pregnant Women.
- Child or young person in out-of-home and residential care.
- A registered client of mental health and disability services, supported by a letter of recommendation from case manager.
- Eligible Children and Young People.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

PUBLISHED JULY 2019

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

For more information ask a member of staff or visit
safetyandquality.gov.au/your-rights

SURVIVE THE HEAT

Heat kills more Australians than any other natural disaster



DRINK WATER

Even if you don't feel thirsty, drink water. Take a bottle with you always.



HOT CARS KILL

Never leave kids, older people or pets in cars. The temperature inside a parked car can double within minutes.



KEEP COOL

Seek out air-conditioned buildings, draw your blinds, use a fan, take cool showers and dress in light and loose clothing made from natural fabrics.



PLAN AHEAD

Schedule activities in the coolest part of the day and avoid exercising in the heat. If you must go out, wear a hat and sunscreen and take a bottle of water with you.



CHECK IN ON OTHERS

Look after those most at risk in the heat – your neighbour living alone, older people, the young, people with a medical condition and don't forget your pets.

SURVIVE THE HEAT

Visit betterhealth.vic.gov.au

For more information visit the Better Health Channel.
Call NURSE-ON-CALL on 1300 60 60 24
or see your doctor if you are unwell.
In an emergency, call 000.

VICTORIA State Government

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