



GLCH can arrange interpreters free of charge to assist customers who speak little or no English, or whose first language is Auslan (Australian Sign Language).

For more details, please contact your service provider.

### Confidentiality

All clients have the right to expect that information provided will be kept confidential. For more information, please refer to the brochure 'Your Information - It's Private'.

### Let us know what you think

Listening to customers is important as it helps us improve our services. Customers wishing to provide compliments, complaints or suggestions can do so by completing our Consumer Feedback brochure (available at all reception areas) or by emailing [feedback@glch.org.au](mailto:feedback@glch.org.au)

If you do not believe that your concerns have been dealt with adequately, you may contact the [Health Services Commissioner](#).

Level 30, 570 Bourke Street  
MELBOURNE VIC 3000  
Telephone: 8601 5200 or  
Freecall: 1800 136 006  
Fax: 8601 5219



### Sites around East Gippsland

**Bairnsdale**  
281 Main Street  
Bairnsdale, Vic, 3875  
Phone: 03 5152 0052  
Fax: 03 5153 1087

**Bruthen**  
Main Street,  
Bruthen, Vic, 3885  
Phone: 03 5157 5744  
Fax: 03 5157 5749

**Lakes Entrance**  
18-26 Jemmeson Street,  
Lakes Entrance, Vic, 3909  
Phone: 03 5155 8300  
Corporate Fax: 03 5155 4057  
Medical Fax: 03 5155 2119

**Metung**  
100 Kings Cove Boulevard  
Metung, Vic 3904  
Phone: 03 5155 8300  
Fax: 03 5155 2119

**Email**  
[contact@glch.org.au](mailto:contact@glch.org.au)

**Website**  
[www.glch.org.au](http://www.glch.org.au)



# Client Rights and Responsibilities



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This brochure is designed to help you understand what you can expect from the services provided by Gippsland Lakes Community Health.

## Clients Rights

These are some of the things you, the consumer, should expect from health services:

- You have the right to be actively involved in the decisions around the delivery of your care.
- Competent care, respecting your privacy and dignity.
- Adequate information on all aspects of services provided or treatment available in terms you can understand.
- Participate in decision making which affects your care.
- The right to consent to, or refuse treatment.
- The right to consent to, or refuse to participate in education or research programs.
- Access to personal health records and to have the confidentiality of records ensured.
- A second opinion, if you feel the need.
- Has the right to an advocate of their choice
- To expect the agency to advocate on their behalf

## Respect and Dignity

You have the right to considerate and respectful care at all times and under all circumstances from our staff. Your cultural needs will be respected.

## Information

You have the right to obtain from the staff responsible for coordinating your care, complete and current information in terms and language you can easily understand.

You have the right to seek information and advice from other sources and choose from available alternatives.

## Refusal of Service

You have the right to determine what happens to you. This includes:

- choosing not to follow through with suggested care;
- giving or withdrawing your consent before any other service is carried out;
- refusing service from a particular health care worker or from students.

## Privacy and Confidentiality

You have the right to expect:

- To be interviewed or examined in surroundings designed to ensure privacy.
- That any discussion or consultation will be conducted discreetly and individuals not directly involved in your care will not be present without your permission.
- To have your client record read only by staff directly involved in your care or in the monitoring of its quality.
- To expect all communications and other records pertaining to your care to be treated as confidential.

## Information Collection Statement

- We collect and use only information that is necessary to provide you with care and treatment, purposes directly related to providing you with care and treatment, or to comply with legal and funding requirements.
- We will not use or disclose personal information unless it is required, authorised or permitted by law.
- You have the right to access this information. For the steps to be taken or for further information please contact the Chief Executive.

## Responsibilities

All clients have a responsibility to:

- Tell the staff if they do not understand what they have been told about their treatment and care.
- Keep appointments and inform the service if they are unable to keep scheduled appointments.
- Treat other clients and staff with courtesy and respect.
- Tell doctors and staff of any known changes in their health or circumstances.
- Provide a safe environment in your home for service providers (ie, ensuring pets will not harm any person providing care).