

FEEDBACK

Gateway Health prides itself on providing quality services to our clients and the community. We welcome any feedback including compliments, complaints or suggestions. All feedback will help us improve the experience you have when accessing Gateway Health.

If your feedback is in relation to a complaint about our service you can:

1. Discuss the issue with the person that provided the service. If you are not satisfied with their response, or you do not want to discuss it directly with that person, you can fill in a feedback form. These are available at any of our location's reception areas or on our website.
2. On receipt of your feedback we will look into the issue and keep you informed on the progress of the investigation.
3. If we issue cannot be resolved you have the right to contact a relevant commissioner's office such as:
 - i) The Health Complaints Commissioner
 - Website hcc.vic.gov.au
 - Call 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.
 - Visit or write to them at
Level 26, 570 Bourke Street,
Melbourne Victoria 3000
 - ii) If the issue relates to a disability service contact The Disabilities Service Commissioner
 - Telephone on 1800 677 342 or TTY on 1300 726 563
 - Email them at complaints@odsc.vic.gov.au
 - iii) If the issue relates to discrimination The Victorian and Human Rights Commission
 - Website www.humanrightscommission.vic.gov.au
 - Call 1300 292 153
4. At any stage of this process you may appoint an advocate to speak on your behalf. This may be a friend, relative or professional advocacy worker.
 - Regional Disability Advocacy Service (02) 6056 2420



Our Sites

Wangaratta

45-47 Mackay Street Central,

Wangaratta, VIC 3677

T: (03) 5723 2000

F: (03) 5722 2313

Wodonga

155 High Street,

Wodonga, VIC 3690

T: (02) 6022 8888

Freecall: 1800 657 573

F: (02) 6024 5792

Myrtleford

32 Smith Street,

Myrtleford, VIC 3737

T: (03) 5731 3500

E: info@gatewayhealth.org.au
www.gatewayhealth.org.au



Your Rights, Responsibilities & PRIVACY STATEMENT

Mar 2018

Indigenous artwork courtesy of "Making Two Worlds Work Project 2008"

YOUR RIGHTS AND RESPONSIBILITIES

Respect and Courtesy

Your ideas and decisions will be respected by Gateway Health staff. We want to hear what you have to say and will show courtesy in our behaviour to you.

Needs assessment

You have the right to have your needs assessed which will involve being asked questions about your needs.

Service and Support Provision

You have the right to be given excellent service and support while being treated fairly. You have the right to receive a planned and reliable service. You may receive the service free if you cannot pay.

Information

You have the right to be told key information so that you can make the best decisions about any treatment, advice or support offered to you.

Privacy

You have the right to have your personal information kept private. We ask that you value the privacy of others attending Gateway Health programs and services.

Rights of Refusal

You have the right to decide what happens to you. You have the right to give honest feedback about the service, without fear of losing the service, or having it reduced. You can also say if you don't want any service or support.

Advocacy

At any time you can ask for another person to speak on your behalf. This may be a friend, family member or trained advocacy worker.



Responsibilities

While you have a number of rights as a service user you also have duties to the people providing care to you. We ask that you treat staff with respect and courtesy, provide a safe work environment for them if they are delivering service into your home and take responsibility for the results of any decision which you make. For more information please refer to the Clients Rights and Responsibilities Statement available on our website or at reception at any of our locations.

PRIVACY

Why do we collect your information?

We will use all the information you give to help us know what you need and so we can plan the best care for you. If you don't tell us about all of your health information it may change the quality and end result of your treatment.

What information is kept about you?

The following information may be held about you:

- name, address, phone number
- nationality and language spoken
- aboriginality
- name and address of carer (if any)
- health information including:
diagnoses, operations, medical and nursing observations, medications, past illnesses and family medical history
- details associated with services we have provided to you
- any additional information provided to us by you.

Who will use your information?

The information you provide is used by those people involved in your care and treatment. Your deidentified information may also be used by the Agency for planning, quality improvement and research.

Access to records

You have the right to look at your file under the Health Records Act 2001. If you want to see your information you will need to fill in an application form and may be asked to pay a small fee. For more information, please ask our medical reception team.

Consent to Share Information

Your information can only be given to other services taking part in your care if you tell us or write that you agree. You have the right to ask that your information not be given to others. Information about you is passed on to our funding bodies; however this information does not have your name on it and is used for funding, planning and improving health services.

How is your information protected?

Information about you is stored safely and securely.

Confidentiality

There are three special situations that require the Agency to break the promise of privacy.

- required reporting of child abuse.
- situations where the client is at risk of hurting themselves or another person, or whose current condition reduces their ability to make decisions.
- where a client record or health worker is requested by a Court.

The Australian Charter Of Health Care Rights

The Charter recognises that people receiving health care and people providing health care all have important parts to play in achieving health-care rights. It allows clients, consumers, families, carers and services providing care to share an understanding of the rights of people receiving health care. This shared understanding helps everyone work together towards a safe and high quality health care system. If you would like us to send you a copy of the charter please contact us.