



Knox Community Health Service provides a range of services. We are committed to working with you to ensure you receive the best care possible. To do this, it is important that you understand your rights and responsibilities.

Your Rights are protected by:

- ▲ Professional Standards
- ▲ KCHS Policy
- ▲ Department of Human Services Policy
- ▲ Law
- ▲ Human Rights

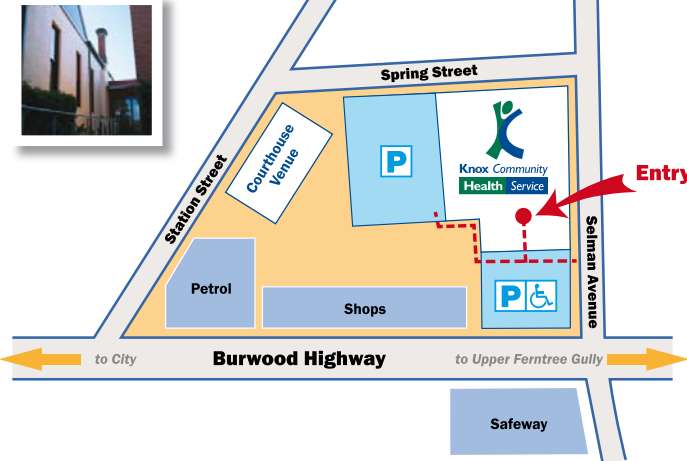
For more information on Client Rights and Responsibilities call (03) 9757 6200.



Visit us at www.kchs.org.au

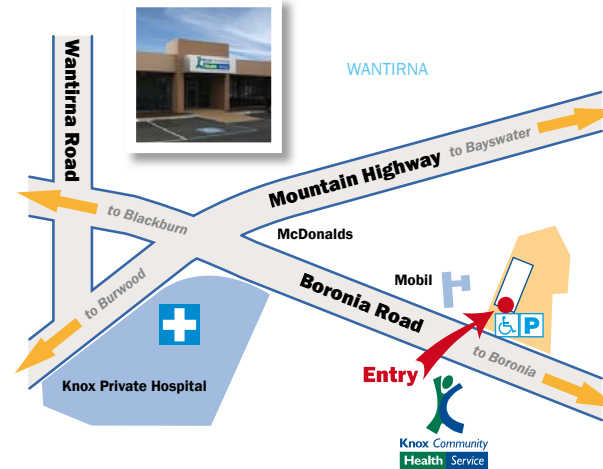
Head Office - Ferntree Gully

Melway Reference 74 B4



Wantirna Site

Melway Reference 63 H6



Knox Community Health Service

Address:

Head Office: 1063 Burwood Highway, Ferntree Gully VIC 3156
 Wantirna Site: Unit 1 / 603 Boronia Road, Wantirna VIC 3152

Phone:

9757 6200 - Switchboard

www.kchs.org.au

**IMPORTANT!
PLEASE READ**

Knox Community Health Service



Your Rights & Responsibilities



Visit us at www.kchs.org.au



As an eligible KCHS Client:

You have the **RESPONSIBILITY** to:

- ▲ Treat staff and other clients with courtesy, dignity and respect. This includes respecting their privacy
- ▲ Provide staff with necessary information for them to help you, especially your concerns. If in doubt, tell them everything
- ▲ Follow the directions of the staff
- ▲ Take responsibility for your own care and ask questions
- ▲ Provide staff with a safe environment during home visits (e.g. no smoking or dangerous animals)
- ▲ Keep appointments or notify the service if you are unable to attend
- ▲ Pay any fees or co-payments on the day you attend KCHS

“Help us to help you!”

You have the **RIGHT** to:

Access Services

- ▲ Equitable access to a full range of services, based on your need
- ▲ If required, an interpreter can be provided free of charge

High Standard of Care

- ▲ Be treated with courtesy, dignity and respect, free of discrimination
- ▲ Timely and quality professional care, based on recognised standards, determined by your needs

**Ask us about the services we offer.
There may be something we can help you with.**

Be Informed

- ▲ Be provided with clear information to make well-informed decisions regarding your care
- ▲ Access to your own health information
- ▲ Ask any questions regarding your care
- ▲ Obtain a second opinion if you're unsure about your care

We will provide you with information about your care so you are better able to make decisions about your health

Participate in Your Health Care

- ▲ Decide, consent to, or refuse your treatment
- ▲ Consent to or refuse participation in research or education (including treatment by students)
- ▲ Include or exclude any person in your treatment (including family members, carer or an advocate)

What is an advocate?

An advocate is someone who speaks on your behalf in a way that represents your best interests. Ask us about advocacy, if you have any questions.

Confidentiality, Privacy, Access & Security

- ▲ Confidential storage and containment of any information collected from you for health care purposes
- ▲ Access your information to edit it as required
- ▲ A safe and secure environment for consultations

Your health care information is private and protected by law. Only you and health care professionals involved in your care can see your information, unless the safety of you or others is at risk.

Communication, Compliments and Complaints

- ▲ Compliment our staff on their care
- ▲ Register complaints with the staff, CEO or Health Services Commissioner regarding your care for swift investigation
- ▲ Have your advocate provide feedback for you

Chief Executive Officer
Knox Community Health Service
1063 Burwood Hwy
Ferntree Gully, 3156

Ph: (03) 9757 6200
<http://www.kchs.org.au>

Health Services Commissioner
30th Floor, 570 Bourke Street
Melbourne 3000

Ph: (03) 8601 5200
<http://www.health.vic.gov.au/hsc/>

Compliment and complaint forms are available in the reception area.