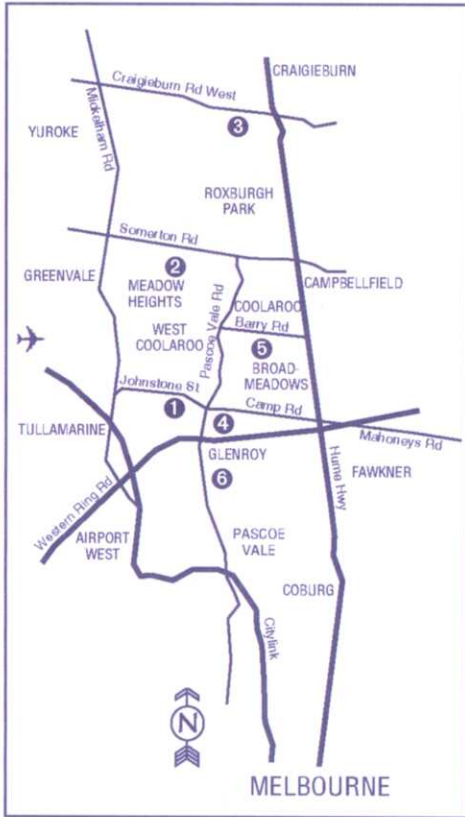


Map & Key to Service Locations



- 1** Dianella Community Health
35 Johnstone Street, Broadmeadows, 3047
- 2** Dianella Community Health
21-27 Hudson Circuit, Meadow Heights, 3048
- 3** Dianella Community Health
55 Craigieburn Road, Craigieburn, 3064
- 4** Dianella Community Health
Finchley Support Services
393 Camp Road, Broadmeadows, 3047
- 5** Dianella Community Health
Lynda Blundell Centre
Blair Street, Dallas, 3047
- 6** Dianella Community Health
Multicultural Health Resource Centre
175 Glenroy Road, Glenroy, 3046



Complaints and Compliments

It is your right to provide us with any feedback and it will help us to continue to improve our services. Feel free to fill the Feedback Form or you can:

- Tell the staff member caring for you
- Ask to speak to the manager of the relevant service
- Write to the Chief Executive Officer
- Contact the Health Services Commissioner on 1800 136 066 or write to Health Services Commissioner 30th floor, 570 Bourke St, Melbourne 3000, VIC.

Contact details for

Dianella Community Health

Broadmeadows	Ph: 8345 5678
Meadow Heights	Ph: 9302 8888
Craigieburn	Ph: 9308 1222
Finchley	Ph: 9309 8784
Lynda Blundell Centre	Ph: 9302 4327
Multicultural Health Resource Centre	Ph: 9306 5611

www.dianella.org.au

Email: info@dianella.org.au



CLIENT RIGHTS & RESPONSIBILITIES



CLIENT RIGHTS AND RESPONSIBILITIES

Dianella Community Health is committed to providing quality healthcare with a focus on prevention and health promotion to suit the individual needs of our clients.

Dianella Community Health respects the individual worth, dignity and privacy of the clients and ensures all eligible clients have access to all services without discrimination.

INTERPRETER SERVICES

It is your right to request assistance from an interpreter for the language you prefer, we have access to interpreters for a variety of languages and dialects to assist a wide range of clients from Non English Speaking Backgrounds.

This is a free service and can be provided either in person or by phone. If you wish to get the assistance please inform the staff member when booking your appointment. Staff may also book an interpreter to help them explain important information to you. If you need to cancel or reschedule your appointment with your clinician and the interpreter, its important that you inform us at least 2 days before the appointment.

You can use an Auslan Interpreter if you are deaf or hearing impaired.

All interpreters are trained and services are confidential. For more information contact Language Services on 9306 5611.

YOUR RIGHTS

- Be treated with respect, care, dignity and consideration regardless of your age, gender, sexual preference, religion and culture
- Information that is easy to understand about your treatment, including risks and other choices
- Ask to see professional identification of staff
- Seek assistance from a qualified interpreter services free of charge
- Give your consent before being treated
- Get a second opinion if you prefer
- Receive quality treatment as promptly as possible, based on our assessment
- Take part in decisions about your health care
- Have your personal information kept private and confidential
- Ask to see your medical record
- Decide if you want to take part in medical research or clinical training.
- Provide feedback about your experience at Dianella Community Health.

WE TAKE YOUR PRIVACY VERY SERIOUSLY

All staff are committed to protecting your personal information and we comply with Victorian Government legislation relating to confidentiality and privacy as outlined in the Health Services Act 1988 and the Health Records Act 2001.

If you would like further information please contact the Privacy Officer 03 9304 5313.

YOUR RESPONSIBILITIES

- Give staff as much information as you can about your health and any beliefs that may effect your treatment
- Be on time for appointments and let us know if you want to cancel or reschedule as soon as possible
- Let us know or if you change your contact details
- Tell staff if you are taking any medicine, recreational drugs or natural remedies
- Tell staff if someone else is treating you for the same condition
- Ask questions and talk to your family if you want before you make any decisions
- Follow staff instructions for your treatment and care
- Tell staff about any problems you are having with the treatment being provided or the medicine you are taking
- Be prepared to go to another service if we cannot provide you the treatment you need
- Talk to your doctor if your conditions change while you are on a waiting list for treatment
- Respect the confidentiality and privacy of others
- Treat all people you meet at Dianella Health Service with care, dignity and consideration.
- Comply with Dianella's zero tolerance for violence and aggression against staff and other clients.