

## Your Rights

**As a WCHS clients you have the right to:**

- √ Be treated with courtesy, dignity and respect.
- √ Receive high quality professional care, in a timely manner.
- √ Request an interpreter if required.
- √ Have an advocate or a support person present at a consultation (e.g. friend, family member or carer).
- √ Accurate information to make better decisions regarding your care.
- √ Access your own health information.
- √ Have input regarding our services through our Community Advisory Group.
- √ Consent to or refuse participation in research or education (including treatment by students under supervision).
- √ Consent to, or withdraw from treatment/s for some or all services.

## Interpreters



It is important to us that language is not a barrier to you accessing health care services. Please let us know if you would like an interpreter.

## Your Rights Continued...

- √ Access a full range of services on offer (based on your need and eligibility).
- √ Provide feedback or make a complaint about the service you receive.
- √ Access an Advocate without prejudice.
- √ Privacy during consultations and case discussions.
- √ Know that all information is to be kept confidential and can only be disclosed to other agencies with your consent.
- √ Compliment our staff on their care.
- √ Consent to be referred to external

### WCHS staff have the right to:

- √ Be treated with respect and courtesy.
- √ Remove a client from the waiting list if they consistently miss appointments without proper notification.
- √ See other clients if you are late for your appointment.
- √ Withdraw a service to any individual who abuses or threatens staff or other clients.

## Your Responsibilities

**As a WCHS client it is your responsibility to:**

- √ Treat staff with courtesy and respect.
- √ Attend appointments or give early notification of cancellations (a late cancellation fee may apply to some services).
- √ Respect the privacy of others attending the service. Keep confidential any information shared in group programs.
- √ Provide relevant and accurate information to enable our staff to provide you with quality care.
- √ Take responsibility for your own health care and agreed treatment plan.
- √ Communicate any concerns that you may have with your health professional or related to your care.



## Frequently Asked Questions?

**How do I join the Community Advisory Group?** Application for Community participations are available at Reception.

**More information about Community Advisory Groups can be found on our website: [www.wchs.org.au](http://www.wchs.org.au) under Community Participation.**

**How can I provide feedback (compliments, suggestions or complaints)?** Our feedback form can be found in the reception area. For more information please refer to the WCHS Client Information Booklet or our website at [www.wchs.org.au](http://www.wchs.org.au)

**What is an Advocate?** An advocate is someone who speaks on your behalf in a way that represents your best interests.

Victorian Health Services  
Commissioner  
Complaints and Information  
Telephone: **(61 3) 8601 5200**  
Toll Free: **1800 136 066**  
Fax No.: **(61 3) 8601 5219**  
TTY No. 1300 550 275  
E-mail: [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au)

**Whitehorse Community Health Service**  
43 Carrington Road, Box Hill 3128  
Tel: 9890 2220 Fax: 9898 8010  
Dental Services: 9897 1792  
Opening Hours: 8.30am-5.00pm, Mon-Friday  
<http://www.wchs.org.au>  
Email: [info@wchs.org.au](mailto:info@wchs.org.au)



## Parking and Access

WCHS is opposite Box Hill Centro South.

Carrington Rd is in part a one-way street. It is best to park above or below Box Hill Centro. There are two entry points in Carrington Rd.

Disabled parking is limited. The disabled spaces on the left hand side of the road are for half an hour only. The building is wheelchair accessible.

Train, bus and tram services and a taxi rank are close by.



Entry



Whitehorse Community  
Health Service Ltd.

## Your Rights & Responsibilities



This document is provided to help you understand your rights and responsibilities as a client of Whitehorse Community Health Service Ltd.

Please ask one of our staff if you have any questions about this document.

Whitehorse Community Health Service Ltd

ACN:136 833 166 ♦ Tel: 9890 2220 ♦ Dental Services: 9897 1792  
Fax: 9898 8010 ♦ 43 Carrington Road, Box Hill 3128 ♦ [www.wchs.org.au](http://www.wchs.org.au)

WCHS receives funding from the Australian and Victorian Governments