

your rights and responsibilities

what to expect from us = your rights



We will keep your information safe and secure.

We will provide services in a safe and caring environment.

We will provide you with access to your records.

We will follow Australian privacy laws and only release information if:

- you agree or,
- we have to by law or,
- our funding agreement requires it.



We will show respect for you, your beliefs, your personal circumstances and identity.

We will give you health care that is safe, accessible and of high quality.



We will communicate with you in a clear, respectful and timely way.

We will give you information that you understand so you can make decisions about your healthcare.

We will help you have a say in how your health service works.



We will help you to decide for yourself, even when there are risks.



We will help you to choose services and service providers that meet your needs where possible.



We will help you to have a person of your choice, including an advocate, support you or speak on your behalf.



We will arrange a free Interpreter. Ask us to arrange.



We will tell you the fees that might apply.



what we expect from you = your responsibilities



You will give us correct information so we can best help you.



To respect our staff, property and other people using our services you will act in a way that means you and others are safe.



You will tell us if you cannot attend an appointment. This is very important.

tell us what you think



Please tell us if you are happy or not happy with our service, or have an idea. Talk to our staff.



Call the Quality team on **9448 6102** (during business hours).



Email the Quality team at **feedback@cohealth.org.au** will tell us if you cannot attend an appointment.

Call to find out about services in and near:

Collingwood, Fitzroy and Melbourne CBD **9448 5528**

Kensington, North Melbourne and Niddrie **9448 5520**

Footscray, Braybrook, Laverton, Werribee, and Melton **9448 5502**

For more information, go to **www.cohealth.org.au**

cohealth acknowledges the ancestors and Traditional Custodians of the land on which our offices stand and pays respect to Elders past and present.



Free interpreter service
available or call **131 450**



cohealth
care for all