



COMMUNITY HEALTH SERVICES WELCOME PACK

Alexandra District Health's Primary Health team are here to support you with your health and wellbeing needs.

This booklet contains information about our services and your rights and responsibilities.



If you have any English language difficulties or require an Auslan interpreter, please ask staff to arrange for this to occur.

Welcome to Alexandra District Health

Our Primary Health team are dedicated to your health and wellbeing.

We provide a range of nursing and allied health services that include those supported by the Victorian Department of Health Community Health Program and the Australian Government Department of Health, Disability and Ageing.

These services are delivered by our dedicated team from a range of professions including; community nurse, physiotherapist, allied health assistant, intake officer, occupational therapist, dietitian, speech therapist, counsellor, social worker and diabetes educator.

Our Vision: Great Healthcare, locally

Our Mission: To partner with our community so together we achieve excellence in rural healthcare



Alexandra District Health is accredited by the Australian Council on Healthcare Standards and Aged Care Quality and Safety Commission.

If you have any queries around ADH's financial position as a provider, you may access our annual report via the following link <https://adh.org.au/about-us/publications/> or request a printed version at main reception.

PARTNERS IN CARE

Our Primary Health team will work with you and your family to help you make a plan for your health and wellbeing needs. This is called a **care plan**.

You are an important part of the care team and we would like you (and your family or carers if you wish) to take an active role in planning your care.

Our staff will discuss your care with you and will ask your permission to discuss your care with family, carers or other health professionals as needed.

We will respect your values, preferences, spiritual beliefs, cultural needs and lifestyle.

We will ask you questions around:

- What matters to you about your health and wellbeing
- If you have any cultural or special needs, such as communication or mobility needs
- If you are of Aboriginal or Torres Strait Islander origin and if you would like an Aboriginal Health Worker to be part of your care
- How you would like us to address you, including what pronouns, title, your gender and preferred name

You do not need to answer these questions, but they can help us provide you with the best and most appropriate care and plan for future services.



Our Primary Health team's dedicated Nursing and Allied Health professionals can work with you to:

- Understand your health condition and manage it well
- Recover from surgery, injury or illness
- Live safely and independently at home
- Eat well
- Improve speech and communication
- Provide a good start in life for children with additional needs
- Deal with stress and improve mental health and wellbeing
- Connect you with the services you need

We achieve this by **working alongside you**, supporting you to focus on what you can do and supporting you to achieve what matters to you.

ABOUT OUR SERVICES

Cardiac and Respiratory Nurse

The Cardiac and Respiratory Nurse supports people with heart disease or chronic lung conditions to recover from surgery and/or learn strategies to self-manage their health. This may involve linking people into our Cardiac Rehabilitation or Pulmonary Rehabilitation Programs, which involve regular gym and education sessions delivered by our nurse, physiotherapy, dietetics and counselling teams.



Counselling and Social Work Services

The Counselling and social work services team supports social, emotional, and mental health. They assist you with care planning, supportive counselling, brief psychotherapy, targeted psychological strategies, advocacy, and referrals. Social work services also include advocacy and practical help to access information, services and resources.

Diabetes Educator

Our diabetes educator will assess your needs, understand what matters most to you, and help you to create a personalised diabetes management plan that will help you manage your diabetes day-to-day, prevent complications and manage complications if they happen. Our diabetes educator also offers education and screening for the general community to increase awareness of diabetes.



Dietitian

Our dietitian works closely with you to offer advice that suits your personal health and lifestyle goals. They will provide you with strategies to manage conditions such as diabetes, heart health, gastrointestinal issues, weight management and poor appetite due to cancer. Our dietitian also offers education for the general community to increase awareness of healthy eating and eating well for specific health conditions like diabetes and heart disease.

District Nursing

Alexandra District Health's District Nursing Service provides professional nursing care and support services to people in their home. The service enables people with short or long term illness or disability to choose to return to, or remain in their own home.

Our District Nursing Service offers advice, monitoring, and education regarding a range of health conditions with services including wound and catheter care and medication management.



Intake Officer

Our Intake Officer is the first contact you have with Primary Health team. They will talk with you to understand your needs and will arrange your appointments and coordinate services for you.

Gym based programs

ADH's team of Physiotherapists and Allied Health Assistants are there to help you recover after a life-changing event such as a bad fall or support you to manage a chronic condition. They deliver a range of programs including Gentle Exercises, Strength Classes, GLA:D and Lungs in Action, as well as Cardiac and Pulmonary Rehabilitation programs.



Occupational Therapist

Our occupational therapist (OT) works with adults and uses different techniques and equipment to help you keep, regain or improve your independence. They can see you at our health service or at home.

Physiotherapist

Physiotherapy services help you recover from injury/ illness, reduce pain and stiffness, increase mobility and prevent further injury. Our physiotherapists help you manage existing health conditions you may have and will design a treatment plan specific to you. They also assist people to use aids and appliances to help with mobility, rehabilitation and independence.



Speech Pathologist Speech pathologists help with assessment and diagnosis of communication or swallowing difficulties. They support people and their carers with modifying food and drinks and exercises and strategies to help you use your voice, understand language and express yourself.

COST OF OUR SERVICES

Fees and charges for our services are determined, and reviewed annually, in accordance with the Commonwealth Home Support Program Client Contribution Framework and Victorian Department of Health Community Health and Home and Community Care Program for Younger People fees policies.

Our Community Health Fees policy information for Clients can be found on our website - <https://adh.org.au/our-services/primary-health/>

The fees and charges may vary depending on your needs and income.

If your current financial circumstances are such that you are unable to pay the fee, services will not be withheld. You may apply for a fee reduction or reassessment at any stage. A negotiated reduction of fees or waiver of fee will be an option that will be discussed with you if required. Please discuss any concerns with our Intake Officer on site or by phoning 5772 0908 or discuss with your treating ADH health professional.

Our co-contribution fees are charged per consult – consults over 1 hour may incur an additional fee.

Service Type	Concession Card holders	Medium Income	High Income
Physiotherapist Occupational Therapist Dietitian Cardiac and Respiratory Nurse Diabetes Educator Speech Pathology	\$11.55	\$17.50	\$125
Counselling and social work	No charge	No charge	\$125
Gym based and other group programs	\$8.85	\$8.85	\$8.85
District Nursing	\$4.40	\$38.85	\$125

HOW TO ACCESS OUR SERVICES

Appointments can be arranged by contacting our Intake Officer

Ph: (03) 57720908

Email: ADHIntake@adh.org.au.

In most cases you can access our services without a referral from another health professional or service. Please discuss your needs with our Intake Officer.

If you have a referral letter from your doctor or other health professional please discuss this with our Intake Officer.

Some of our services for people 65 years and over or people of Aboriginal and Torres Strait Islander background over the age of 50 years are funded by the Commonwealth Home Support Program (CHSP) (District Nursing and some Allied Health).

To access CHSP services, you need to be registered and assessed with My Aged Care. Please discuss this with our Intake Officer or you can contact My Aged Care directly. See page 11 of this booklet.

My Aged Care Ph:1800 200 422
Website: www.myagedcare.gov.au



Failure to attend appointments

If you are unable to attend your appointment please contact our main Reception before your appointment.

Ph: 03 5772 0900

A '*failed to attend*' charge may be applicable if 24 hours notice is not made for any appointment that is unable to be attended or for late arrival 15 mins after scheduled appointment time.

REFUSAL OF SERVICE

You have the right to refuse any of ADH's Primary Health services offered to you. A refusal of service at any time will not affect any future request for our services.

There may be occasions when ADH's Primary Health Service may refuse or withdraw a service to you, in situations such as;

- Occupational Health and Safety concerns for our staff, including an unsafe environment
- Your level of need exceeds the scope of our service clinicians
- Our service is not funded to provide the service you need

Before we withdraw a service, we will always do our best to support you to access another service or for alternative arrangements to be made.



Do you require an interpreter?

ADH's Primary Health team provides an interpreting service which is available for all non-English speaking clients.

Please let our staff know if you need an interpreter.

What happens to information about you while you are a consumer of this service?

Organisation name: **Alexandra District Health**

Who are we?

We are one of several health and welfare services in your area, all working together in partnership to meet your needs.

What information do we collect about you?

We keep your name and contact details on your consumer record. Other details such as your care/case plan and information about the services you receive are recorded each time you visit.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way.

Who else sees your information?

Your information can only be seen by the professionals in this service involved in your care. We also use the information to better manage and plan this service. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

Any other questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our consumer, or if you wish to access your record.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



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AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

OUR AGED CARE SERVICES

Our Primary Health team supports older people to maintain their independence and stay in their own home longer via the Commonwealth Home Support Program (CHSP).

ADH is subsidised by the Australian Government Department of Health, Disability and Ageing to provide CHSP services. Our CHSP services include District Nursing and Allied Health services such as Physiotherapy, Dietitian and Occupational Therapy. CHSP services are delivered in home and at our Alexandra and Marysville centres.

CHSP services help older Australians access entry-level support to live independently and safely at home. They work with you to maintain your independence rather than doing things for you.

As you get older, everyday tasks can become more difficult. Even though you need help, you may still want to live at home. Asking for help doesn't mean losing your independence or moving out of home.

Who is eligible for CHSP services?

Eligibility for this program is based on your support needs and age.

If you're having trouble with everyday tasks and feel that a little support could improve your health and wellbeing, CHSP could be right for you.

To be eligible for this program, you must be aged 65 years or over (50 years or older for Aboriginal or Torres Strait Islander people), or aged 50 years or over (45 years or older for Aboriginal and Torres Strait Islander people) and homeless, or at risk of being homeless.

How to access our CHSP services?

An aged care assessment will determine your eligibility for CHSP services. To obtain a My Aged Care referral for our CHSP services you can contact;

My Aged Care on 1800 200 422, online via www.myagedcare.gov.au or talk to your GP or health professional.

You can also get more information about CHSP services via the Commonwealth Home Support Program (CHSP) | My Aged Care website <https://www.myagedcare.gov.au/help-at-home/commonwealth-home-support-programme>

Important aspects of our CHSP services

Please see following 5 pages to learn about what to expect from our care in relation to your rights (The Statement of Rights), the way our staff work with you (Code of Conduct for Aged Care), finding an advocate or if you want to make a complaint or provide feedback.

The Statement of Rights

The Statement of Rights clearly identifies your rights when seeking or receiving aged care services. Under the new Aged Care Act, which comes into effect on 1 July 2025, your provider is legally obliged to deliver services in line with these rights.



Autonomy and freedom of choice

I have the right to make my own choices – about my care, relationships, lifestyle and taking risks – with support if I want it.



Equitable access

I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions, such as dementia, respected.



Safe, quality care

I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.



Privacy and confidentiality

I must have my privacy respected and my personal information kept confidential, and be in control of who this information is shared with.



Communication and complaints

I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.



Support and social connections

I can stay connected to important people, pets and culture including independent advocates. As an Aboriginal or Torres Strait Islander I can stay connected to Country and Island Home.



For free, confidential and independent support call the Aged Care Advocacy Line 1800 700 600



Rights in real life



Autonomy and freedom of choice

Jack's* aged care home has a blanket non-smoking policy. Staff are permitted to smoke at a nearby reserve. Jack felt this was an appropriate alternative for him. Jack's aged care provider initially disagreed, citing health risks and their duty of care. With the support of an aged care advocate, Jack successfully reminded the provider of his right to exercise choice, including when that choice involved personal risk.



Safe, quality care

Eleni* lives with dementia. As the condition has progressed, she has reverted to her first language – Greek. Eleni's daughter and representative (registered supporter under the new Act), Kay*, called OPAN because she felt Eleni's inability to communicate had caused her to become socially isolated and withdrawn. With Eleni and Kay's consent, the advocate arranged a meeting to review Eleni's care plan with support from Dementia Australia. As a result, the aged care home amended their roster to ensure greater consistency in staffing. Greek communication cards were provided to help overcome language barriers. Eleni was also referred to the Aged Care Volunteer Visitors Scheme to enable regular visits from someone from her cultural background.



Respect for privacy and information

When Rosemary first moved to an aged care home, she noticed that questions about her health care (e.g. vaccination permission) and her finances (e.g. monthly statements) were being referred to her family. She reminded management of her right to make decisions about her financial affairs, her right to have her personal information protected, and her right to be provided with information about the aged care services she receives, including the costs of those services. The provider agreed to redirect all of Rosemary's correspondence directly to her.



Support and social connections

Cecily belongs to a tightknit social group that meets regularly for coffee. When Cecily moved into residential aged care, her friends gathered in the home's courtyard or common area for their weekly catch-up. Cecily's daughter, Sue, felt the visits were too tiring for her mother and asked the manager to stop them. The friends approached OPAN for assistance. An advocate visited Cecily at the aged care home after her friends gained Cecily's consent. She was missing her friends, who brought joy, laughter and cake. The advocate supported Cecily to have the visits reinstated.

*Names have been changed for privacy reasons



Scan the QR code to read the Statement of Rights





Code of Conduct for Aged Care

The Code of Conduct for Aged Care describes how you must behave and treat the people in your care. It includes the 8 elements below.



A. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.



B. Act in a way that treats people with dignity and respect and values their diversity.



C. Act with respect for the privacy of people.



D. Provide care, supports and services in a safe and competent manner, with care and skill.



E. Act with integrity, honesty and transparency.



F. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.



G. Provide care, supports and services free from:

- all forms of violence, discrimination, exploitation, neglect and abuse and
- sexual misconduct.



H. Take all reasonable steps to prevent and respond to:

- all forms of violence, discrimination, exploitation, neglect and abuse and
- sexual misconduct.




Visit our website for further information
agedcarequality.gov.au/workers/code-conduct-workers

Do you need an advocate?

The Older Persons Advocacy Network (OPAN) provides free, confidential and independent information and support to older people seeking or receiving government-funded aged care as well as their families and other representatives.

OPAN ensures your rights are upheld and your wishes are met, whether you are living independently at home or in residential care.

 1800 700 600

 website - <https://opan.org.au>




Seniors Rights Victoria also has a team of advocates who can provide free information, advice, referral and support to older people who are either at risk or are experiencing elder abuse.

 1300 368 821

 website - <https://seniorsrights.org.au>



The Rights Information and Advocacy Centre (RIAC) is dedicated to providing a diverse range of services that empower and advocate for people with disabilities. Their services are tailored to meet the unique needs of each person and include advocacy, information and support

 03 5222 5499

 website - <https://riac.org.au>



Compliments, Feedback and Complaints

We welcome and encourage clients and their families to give us feedback about their experiences with our service. All feedback helps us improve.

Feedback can be given in the following ways

By speaking directly to the Primary Health Manager or health professional you are working with

Obtaining a paper-based consumer feedback form from reception

By scanning the QR code below:



Via our website - <https://adh.org.au/feedback-and-complaints/>



Via email alexandra@adh.org.au



Over the phone via 03 5772 0924

If you have provided your feedback anonymously, your feedback will be relayed to the appropriate manager for their review and awareness, however without your details, we are unable to provide you with a response.

What to expect

If you make a complaint, we will respond to it promptly and sensitively. Feedback information is treated as confidential and managed according to privacy obligations.

You can play an important role in resolving the problem by providing as much information as possible, such as documents and the names of staff you have dealt with.

The Chief Executive Officer deals with all complaints and ensures that all serious complaints are brought to the attention of the area managers.

We investigate complaints thoroughly so we can listen to understand your concerns, what happened and why, ways to prevent it happening again, and what we can learn and improve on.

We will keep you informed at all times, so you know what is happening.

Taking it further

ADH provides independent mediation for complaints about health care services. If the matter is serious they will refer it to the relevant licensing authority. If you are unsatisfied with the outcome of the complaint investigation, you can contact the Health Complaints Commission on 1300 582 113 or the Aged Care Quality and Safety Commission on 1800 951 822

- A Quick Guide for Consumers

For consumers receiving ADH's Aged Care Services, the below 2 pages explain whistleblowing under the Aged Care Act, how to make a report, and the protections available to persons who make a report.

The Aged Care Act 2024 (Act) includes a whistleblower framework that protects anyone who reports wrongdoing in Residential Aged Care or Community Aged Care.

Alexandra District Health (ADH) encourages everyone – including staff, contractors, volunteers, participants/clients/patients and family members to speak up - we take all whistleblowing disclosures seriously.

What is Whistleblowing?

Whistleblowing is when someone reports a suspected breach of the Aged Care Act.

A breach of the Aged Care Act may include:

- unethical, dishonest or illegal conduct
- fraudulent activity or improper or corrupt conduct
- unsafe work practices
- conduct which may cause financial or nonfinancial loss or
- any other breach of the Act by ADH or its Associated Providers.

For example, a staff member behaving inappropriately towards a client/patient, or medication records not being completed accurately.

Protections are available for those who report misconduct by providers.

Who can make a report?

Anyone – staff, contractors, volunteers, participants, residents and family members can make a report provided they reasonably believe ADH has breached or intends to breach the Act. Reports can be made in person, by telephone, or via email and you can choose to remain anonymous.

Where can I make a report?

Reports can be made to an 'eligible recipient', including:

By Email: alexandra@adh.org.au

By Phone: (03) 57720900

In Person:

- An ADH health worker, aged care worker or 'responsible persons' (e.g. Chief Executive Officer, Directors of Clinical Services Manager of Acute Services or Primary Health Manager);
- Aged Care Quality and Safety Commission Ph: 1800 951 822
- Department of Health, Disability and Ageing Ph: 1800 020 103
- A Police Officer
- An independent aged care advocate (eg. OPAN on 1800 700 600); or
- Any other registered provider under the Aged Care Act

To ensure Whistleblower protections apply, you must ensure that you:

- Make the report to an eligible recipient,
- Tell them you are making a Whistleblower report, and
- If applicable, indicate if you wish to remain anonymous

What will I be asked?

- You will be asked the key facts, including:
- Details of the conduct including the location;
- How you became aware of the conduct;
- Possible witnesses;
- Any other relevant information.

How will ADH manage my report?

All information provided by a whistleblower will be treated as confidential.

Upon receiving a report, ADH will:

- Record the details of the alleged conduct,
- Assess the report to determine if it meets the whistleblower criteria;
- Keep your identity and any subject's details confidential;
- Provide appropriate support throughout the investigation process
- Escalate any reports to the appropriate person or authority;
- Investigate in a timely, fair, objective and independent way;
- Report the outcome to the relevant internal or external authority

If you have not asked to be anonymous and wish to be contacted, you will be provided with updates during key stages of the investigation, including when the investigation process has begun, the progress and when the investigation has been finalised. Advocacy and support services are available to help you through the process.

ADH's whistleblower policy is available to the public and provides further information on the aged care whistleblower process. See adh.org.au – go to About us/Policies

What protections are available?

ADH is committed to upholding the protections available to whistleblowers. ADH will treat any breaches of these protections as serious misconduct. Protections available for whistleblowers include:

Victimisation: you cannot be harmed, punished, or disadvantaged for making a report. This includes actions such as harassment, unfair treatment, or threats.

Anonymity: you can request to remain anonymous, and request that any other persons named in the report remain anonymous.

Confidentiality: your identity is kept private and will only be disclosed if authorised by the Aged Care Act.

Immunity from certain liability: you will not be subject to any civil, criminal or administrative liability (including disciplinary action) for making the disclosure.

What other complaint pathways exist?

If you wish to make a complaint that is not a whistleblower disclosure, you can do so by contacting alexandra@adh.org.au , phoning 57720900 or visiting our website.

How to contact us:

Thank you!

We are located at
12 Cooper Street
Alexandra 3714



Main Reception



03 5772 0900



alexandra@adh.org.au

Fax 03 5751 0334

Primary Health Intake Officer



03 57720908



ADHIntake@adh.org.au

ADH website

www.adh.org.au

Social media



[www.facebook/
Alexandra District Health](http://www.facebook/AlexandraDistrictHealth)



[alexandra_district_health](https://www.instagram.com/alexandra_district_health)

Instagram

We acknowledge our Community Engagement Committee members who assisted in the development of our consumer resources and their participation in our various committees and improvement activities.

We value the contribution they and our consumers make to improving the quality and safety of the care we provide.

If you are interested in applying to be a member of the Community Engagement Committee please contact:



03 5772 0924



alexandra@adh.org.au

If you have any feedback or suggestions on how to improve the information in this booklet, please contact us. For general enquiries about our services contact our main reception.