

Welcome to Community & Ambulatory Care

What you need to know



Peninsula
Health

Womin Djeka (Welcome)

We (I) would like to acknowledge Aboriginal and Torres Strait Islander people as the First Peoples and Traditional Owners and Custodians of this Land. We (I) pay our respects to the ancestors of this country,

Elders, Knowledge Holders and Leaders, past, present and emerging. We extend that respect to all Aboriginal and Torres Strait Islander people. We at Peninsula Health acknowledge the local Traditional Owners the Bunurong and the Boon Wurrung and the people of the Kulin Nation.

Welcome to Peninsula Health

This booklet provides you with important information for your first appointment with Peninsula Health. At this appointment your health care professional will:

- discuss the information in this booklet with you
- answer any questions you may have
- provide you with more information if you need it
- ask you to sign a document telling us that you have read and understood this information.

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Please tell us about your healthcare experience

Your feedback is important to us

Peninsula Health cares about you and welcomes feedback on the services it provides. We encourage you and your family to give us feedback about your healthcare experience.

You may:

- provide a compliment about a staff member or service
- make a suggestion to improve something
- raise a concern or a complaint

This will help us to better understand the needs of our patients, clients, residents and visitors and to improve our service.

How can you tell us about your experience?

The following are ways for you to give your feedback:

- talk with a health care professional caring for you or the manager of the department or service.
- complete a Consumer Experience survey available from your health care professional or Reception.

What can you do if you have unresolved concerns or wish to make a complaint?

If your concern or complaint is not resolved by a staff member or the manager of the department and you would like further assistance, you can contact Customer Relations as follows:

Peninsula Health Customer Relations

Phone (03) 9784 7298

Email customer.relations@phcn.vic.gov.au

Ask a staff member for a copy of Peninsula Health's **Please tell us about your healthcare experience** brochure.

Advocacy

What does advocacy mean?

Standing up for your own rights or get the information you need.

Speaking up and asking questions will help you to be more involved in your care and helps your healthcare team better understand your needs. An advocate could help you when you feel too sick or unable to ask questions or find information hard to hear or understand.

Choosing an advocate

Who you choose is up to you. You can:

- Be your own advocate
- Choose someone you know to be your support person, such as a family member, a friend, a carer or someone else you trust
- Have a formal agreement with staff or volunteers from an advocacy service about the support they will give you.

Who can I talk to at Peninsula Health for more information?

- Speak directly with someone in your healthcare team
- Speak with the manager if you have any concerns so we can try to resolve quickly

Contact Customer Relations for assistance

Peninsula Health Customer Relations

PO Box 52

Frankston VIC 3199

Phone: (03) 9784 7298

Email: customer.relations@phcn.vic.gov.au

What happens to your information?

When you become a patient of Peninsula Health, a computerised record is made of your name, address, contact details, your medical or health condition and the outcomes of your treatment. We add new information to your medical record each time you attend a Peninsula Health service. Your information may also be included on clinical databases. Peninsula Health will also collect information about you from other health services as necessary and this information will be added to your records.

Why is this information necessary?

We need to collect and keep up to date information to:

- Make sure each health care professional involved in your care has all the facts to be able to address your health concerns
- Help us quickly identify which treatments are likely to be safe and effective for you.
- Reduce the possibility of repeating tests that you have already had.
- Help us deliver better healthcare by providing information for research and planning. If any of your information is used for research and planning, strict guidelines are followed. Information is only made available for research projects approved by the Human Research Ethics Committee or for which we have your written consent.
- From time to time, we contact patients regarding our community activities, hospital developments and ways you can get involved. Please let us know if you do not wish to be contacted.

What happens to your information? Continued

How is your information protected?

We are committed to protecting the confidentiality of health information. Both paper-based and electronic information is stored securely. Peninsula Health supports, promotes and complies with the Standards set by the Health Records Act 2001 (Vic). The Act contains 11 Health Privacy Principles which are in place to protect personal information.

- Provisions made in Section 120A of the Mental Health Act (2014) for compulsory notification of a patient's carer, parent, guardian or nominated person during the course of compulsory treatment under the Act.

How can I access my information?

The Freedom of Information (FOI) Act (1982) and the Health Records Act (2001) gives you the right to ask for access to your medical record and personal information held by Peninsula Health.

- You will need to fill in a special application form
- Fees may apply
- If there is information in your record which is incorrect or you do not agree with, you have the right to ask us to correct it.

Who do I contact?

To ask for an application form, phone: (03) 9784 7599 or (03) 9784 7624.

When you have filled in the form, post it to:

FOI Officer

Health Information Services

Frankston Hospital

PO Box 52

Frankston VIC 3199

Where can I find out more?

Go to these websites for information about information privacy:

- www.dhhs.vic.gov.au/publications/privacy-policy
- www.peninsulahealth.org.au

References

- Freedom of Information Act 1982 (Vic)
- Privacy and Data Protection Act 2014
- Health Records Act (2001)
- Mental Health and Wellbeing Act 2022
- Victorian Department of Health (DoH)

Do you know your HEALTHCARE RIGHTS?

The **Australian
Charter of
Healthcare Rights**

explains the
rights that apply
to all people in all
healthcare settings.

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

- **Access**
- **Safety**
- **Respect**
- **Partnership**
- **Information**
- **Privacy**
- **Give Feedback**



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

Our Locations

Frankston

Frankston Integrated Health Centre
Building L
Hastings Road
Frankston 3199
Phone (03) 9784 8100

Frankston

Golf Links Road Rehabilitation
125 Golf Links Road
Frankston 3199
Phone (03) 9783 7288

Mornington

The Mornington Centre
Cnr Tyalla Grove & Separation Street
Mornington 3931
Phone (03) 5976 9000

Mornington

Mornington Community Health
62 Tanti Avenue
Mornington 3931
Phone (03) 5970 2000

Hastings

185 High Street
Hastings 3915
Phone (03) 5971 9100

Rosebud

38 Braidwood Avenue
Capel Sound 3939
Phone (03) 5986 9250

Contact Details

To make a new appointment phone 1300 665 781 or to change an existing appointment please phone the location where your appointment is.

For Dental appointments phone (03) 9784 8184

peninsulahealth.org.au



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Disclaimer: The information contained in the brochure is intended to support, not replace, discussion with your doctor or health care professionals.

Peninsula Health PO Box 52, Frankston Victoria 3199 Telephone (03) 9784 7777

