

Community Services Information Booklet

Community and centre based
health and aged
care services



MTHCS
Mallee Track Health
and Community Service

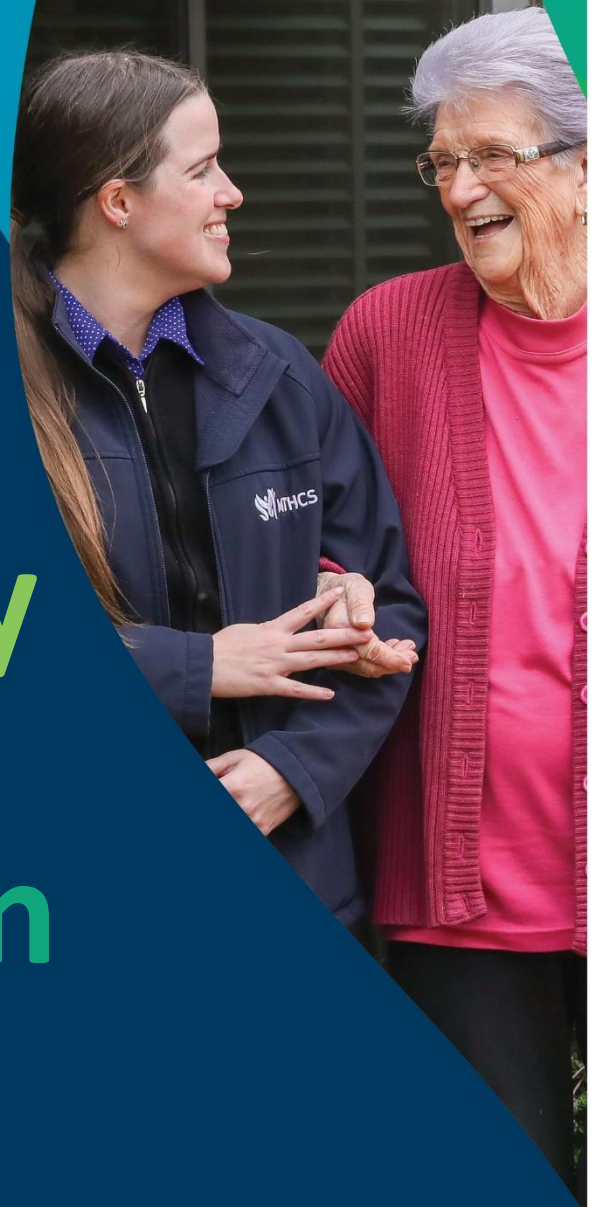


Table of Contents

Welcome to Mallee Track Health and Community Service.....	3
Mission, Vision & Philosophy	3
Overview of Community Services	4
Referrals and Contact Details	5

SERVICES

Group Based Social Support Programs	6
Monthly Social Support Programs	7
Delivered Meals	8
Friendly Visiting	9
Volunteer Transport Program	9
Transport Bookings	10
District Nurse	11
Occupational Therapy	11
Falls	12
Mobility Scooters	13
Podiatry	14
Physiotherapy	15
Exercise Groups	15
Continence Service.....	16
Neighbourhood Houses	17

SERVICE INFORMATION

MTHCS Service Fees	18
Service Specific Assessment	18
Care Planning	19
Cancellations and Absences	20
Medications within Community Based Groups.....	20
Waiting Lists.....	20
Standards of Care	21
Complaints, Feedback & CareOpinion	22
Advocacy	22
Privacy.....	23
Charter of Aged Care Rights	26
Visiting Services.....	27
Getting in contact with us	28

Welcome to Mallee Track Health and Community Service



Mallee Track Health and Community Service (MTHCS) receives funding to provide a range of services designed to support you, and or the person you care for, to stay independent and living at home for as long as possible.

Helping people stay active, involved and doing as much as possible has proven to help people stay more independent with a greater sense of wellbeing. This is the approach MTHCS takes when working with you.

MTHCS community-based services include options to ensure you are eating well, getting out and about and managing your health and wellbeing.

MTHCS work with you, and the people who support you, to find out the things you want to achieve and the things that are important to you.

MTHCS then help put in place the right solutions with you. Staff will help you to do as much as you can for yourself to help maintain your independence.

This handbook has been developed to provide people receiving community-based services with information they may need whilst receiving our services. The staff involved in your care will ensure that you are aware of the contents of this handbook.

Should you have further questions, or need further information please ask staff.

MTHCS Mission, Vision & Philosophy

Mission: To provide people of all ages with access to quality, person-centred care in the Mallee.

Vision: Leading our communities to excellence in integrated health and community services.

Philosophy: Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.

Overview of Community Services

MTHCS receives funding from a number of areas to provide community-based services. These funding sources include:

- Multi-Purpose Service funding
- Aged Care Funding through Commonwealth Home Support Program (CHSP)
- Home and Community Care – Program for Young People (HACC PYP)
- PHN—Rural Primary Health Care Services (Diabetes support only)
- Department of Health and Human Services
- Department of Veterans Affairs.



All of these funded programs have different requirements and eligibility criteria. Staff may ask you questions and ask you to complete forms relevant to the funding stream that is supporting you to receive the particular service you are receiving.

MTHCS community services are available to all members of the community requiring health services.

Some services are on a fee-for-service basis and others are partially funded from a government funding source.

Please refer to our Community Services fee policy information brochure for up to date information on funding and fees for services.

Please ask staff for a copy of the full handout.



Referrals and Contact Details

To access or enquire about services please phone:

Ouyen (03) 5092 1111

Sea Lake (03) 5070 2155

Reception staff are often the first point of contact for people enquiring about services and may require personal and health details. Staff require this information to link you with the appropriate staff and services.

Depending on your enquiry, the relevant staff member will contact you. This may take a few days depending on staff availability.

All information is treated confidentially.

MTHCS accepts the following types of referral:

- Self-referral from the customer, their carer or relatives
- Referral from a health professional (GP, Community Nurse, Case Manager).

If you are over 65 you need to contact My Aged Care on 1800 200 422 or go to www.myagedcare.gov.au to request an assessment to receive services under the Commonwealth Home Support Program (CHSP) from MTHCS.

Who can access CHSP services?

- ❓ are you 65 years or older, or 50 years or older and identify as an Aboriginal and Torres Strait Islander person, or
- 50 years or older and on a low income, homeless or at risk of homelessness
- ❓ are you still living at home
- ❓ are you in need of help at home to continue to live independently.

Remember to request MTHCS Services as your preferred aged care provider.

Group Based Social Support Programs



Weekly programs – Known as Planned Activity Groups (PAG).

Social support programs, based in community venues, are run on a weekly basis across MTHCS catchment area, commencing at 10am.

We have a team of experienced staff eager to coordinate activities, social gatherings, and friendly chats.

Group members are asked to have input into the planning of upcoming activities.

If you would like to join a social support group in your area, please register with My Aged Care Ph: 1800200422. If you are needing support to register please contact MTHCS on 50921111 who can assist you on your journey to access supports.

Groups meet weekly at the following locations

- | | |
|------------------|--|
| Tuesday | Woomelang Community Meal
MTHCS Murrayville Service Centre
Culgoa Community Hall in the supper room |
| Wednesday | Woomelang Community Centre
Underbool Service Centre |
| Thursday | Speed Golf Club
Ouyen Senior Citizen Rooms
Sea Lake Carinya |

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligible for service under HACC or CHSP programs.



Monthly Social Support Programs

Groups meet monthly in the following locations:

Murrayville Men's Group	2 nd Wednesday of each month
Murrayville Ladies Meet & Eat	3 rd Wednesday of the month
Murrayville Community Based Meal	2 nd Friday of the month
Patchewollock Community Meal	3 rd Monday of the month
Ouyen Meet & Eat	1 st Tuesday of the month
Underbool Meet & Eat	2 nd Tuesday of the month
Men on the move	3 rd Tuesday of the month
Agile Angels	4 th Tuesday of the month

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligible for service under HACC or CHSP programs.

Delivered Meals

Meals on Wheels, along with other CHSP and HACC PYP services, aim to assist the elderly and those with disabilities to remain living independently for as long as possible.

People may not be able to cook for themselves for a variety of reasons.

Sometimes the service is received for a short time, such as after a hip replacement operation.

In most cases the meals are provided on an on-going basis for people, who for various reasons, are unable to prepare food for themselves.

Meals can be delivered to your house up to 6 days per week in Ouyen, and up to 5 days per week in Sea Lake thanks to volunteers. Meals can also be delivered 7 days per week in Woomelang, thanks to the Woomelang General store.

If you live outside Ouyen, meals can be arranged to be delivered frozen for you or your carer to reheat.

Meals are delivered to outreach areas on the following schedule:

Monday: Patchewollock, Speed & Tempy

Tuesday: Murrayville & Cowangie

Thursday: Underbool & Walpeup.

Due to food handling requirements we are unable to leave meals at houses in cool boxes or eskies.

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligible for service under HACC or CHSP programs.



Should you need to cancel your meal please cancel prior to 10.30 am by contacting 5092-1111. Failure to cancel may result in being charged for the meal.

Friendly Visiting

Not everyone likes to attend group based social support programs, however social support can be provided in customers' own home on a regular basis.



The friendly visiting program matches volunteers to people who live at home and would like someone to chat to, require assistance with pets, assistance on outings or just support to see a health professional.

If you are interested in learning more about this program please contact the Ouyen Service Centre on 5092 1111.

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligible for service under HACC or CHSP programs.

Volunteer Transport Program

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligibility for service under HACC or CHSP and that your needs can be met by volunteers.



Access to this service is dependent on vehicle and volunteer availability. However, every effort is made to get you to your medical appointments.

Volunteer drivers will collect people from their home, drive them to their destination and return. A volunteer escort can be provided for those needing assistance during the trip or at the destination.

Transport can be provided for people to attend: Medical appointments, local

social outings, other appointments, shopping.

Please note: Transport may not be available on days of extreme weather conditions, and Heat Health Alert days.

Transport Bookings

Bookings need to be made at least 24 hours in advance for local trips and three days for longer trips.

Sharing a Vehicle

To maximise services for everyone, it may be necessary to share a vehicle and some flexibility in pickup and return times may be required.

Sometimes because of high demand there may be times when resources are exhausted. When this occurs, MTHCS may not be able to assist you with your booking.

MTHCS apologises for the inconvenience and ask for your understanding in these circumstances.

Transport Service Times

Please ensure you notify at the time of booking if there are additional tasks you require as part of the service.

Please do not ask the volunteer driver for extra tasks as his or her time may be limited due to their next booking or a requirement of their time or vehicle access.

Volunteer drivers are not responsible for people's bookings.



Shopping Program

In Ouyen there is a Friday shopping program. Access to this service is via My Aged Care or fee assessment for HACC services.

In Underbool there is a Friday shopping car that comes into Ouyen.

Transport Fees

MTHCS receives funding for the coordination of the service only.

There is a fee for the service dependent on km travelled. People are encouraged to apply for VPTAS or DVA funding to contribute to the actual cost of the transport if their transport relates to medical needs.

Transport fees are available on request and are based on covering the running costs of the vehicle. Transport costs will be invoiced and sent at the end of each month.

All bookings are to be made with Community Transport Coordinator on 0419 371 445

District Nurse

District Nurses provide a service to people who live in Murrayville, Underbool, Ouyen, Patchewollock, Sea Lake and all the smaller communities within the catchment. Service delivery is dependent on customers' needs and nursing rosters.

Nurses provide a comprehensive range of nursing support to people, their carers and other support persons of all ages within a person's home or other agreed location.

District Nurses are able to provide:

- Nursing care according to persons needs
- Advice and support for carers and families
- Referral to other health services when required
- Support or education to manage illness
- People requiring assistance with medication management
- Wound care management



District Nurses can be contacted at:

Sea Lake (03) 5070 2155

Ouyen (03) 5092 1111

Occupational Therapy

Occupational Therapists (OTs) enable people of all ages to participate in activities of everyday life that are meaningful to them.

OTs are client-centered, where they are skilled with working closely with individuals, families and the community, to enhance people's ability to engage in occupations.

These occupations include completing personal care, domestic activities, and community participation. OTs complete this by modifying the occupation, modifying the environment and enhancing people's skills and knowledge.

Ways that OTs complete this (but not limited to) include:

- Prescription of aids and equipment (including mobility scooters, wheelchairs, shower chairs, recliners, modified cutlery, toilet equipment)
- Walking aid prescription (including walking sticks and walking frames)
- Home modifications (including ramps, rails and level entry bathrooms)
- Health promotion and education

- Assisting people in managing chronic conditions
- Implementing falls prevention strategies
- Personal alarm prescription
- Cognitive Assessments

OTs can visit people in their own homes, acute care, permanent care, respite, and in the community. People of all ages and abilities can be assessed by an OT.

By doing this, OTs assist people to maintain their safety and independence whilst completing activities that they need and want to do.

The OT travels to homes within the catchment area. Please contact the OT if you have any questions or would like to make an appointment.

To contact an Occupational Therapist call (03) 5092 1111.

Falls

Contrary to popular belief, falls are *not* an inevitable part of ageing. If you've had one or more falls in the past 12 months, it's important that you see your doctor to find out why. The most common causes of falls are well-known and relate to things known as 'risk factors'. The more risk factors you have, the more likely you are to fall.

Common risk factors for falls among older people include:

- previous history of slips, trips or falls
- unsteadiness in walking, using an unsafe or incorrect walking aid
- feeling dizzy or giddy
- poor balance, muscle weakness, low levels of physical activity
- Foot problems or wearing unsafe shoes.
- Some medications or mixtures of medications.
- Some medical conditions (stroke, Parkinson's disease, arthritis, low blood pressure, diabetes, depression, dementia).
- Short term illnesses (the 'flu, diarrhoea, urinary tract infection).
- Changes in eyesight, cataracts, wearing unsuitable glasses.
- Being underweight or dehydrated.
- Needing to go to the toilet often or in a hurry.
- Loss of confidence, fear of falling, hazards at home or in the community.



The good news is that if you know which risk factors apply to you, and deal with as many as possible, you can greatly reduce your risk of falling. The health care team at MTHCS are here to help you stay safe and independent.

If you are concerned about falls, either for yourself or someone you care for, please contact the occupational therapist (OT) on (03) 5092 1111.

OTs are skilled in falls prevention and can visit you in your home to complete an assessment, provide you with information and advise and assist you with implementing strategies to decrease your risk of falls.

Mobility Scooters

Did you know?

- The maximum speed limit on a mobility scooter is 10 km per hour.
- Mobility scooters are designed to be used on footpaths. It is illegal to travel on a road if there is a safe and suitable footpath or nature strip. If there is no safe alternative, you may travel on the road, but you must travel facing the oncoming traffic.

For people who have difficulty walking, a mobility scooter or 'gopher' can be a great way to maintain independence but the increased popularity of these devices has led to a number of deaths and serious injuries among older people.

Riding a mobility scooter requires a combination of sight, strength, coordination, balance and concentration. VicRoads advise anyone considering the purchase of a mobility scooter to seek expert advice from an occupational therapist (OT).

The OT will assess your individual abilities and needs, assess your local environment, recommend features to ride safely and legally, and assist with education and training to increase your safety and confidence with using a mobility scooter.

The MTHCS OT has extensive information and resources on mobility scooters and is available for home visits and mobility scooter training across the catchment.

Contact the Occupational Therapy Department on 5092 1111 if you have any queries or would like to make an appointment.

**MTHCS has scooter recharge points at:**

- Murrayville Service Centre (PAG Room)
- Ouyen Service Centre (under PAG pergola area)
- Patchewollock Community Store
- Underbool Service Centre
- Sea Lake Service Centre (admin area)

Podiatry

Podiatrists deal with the prevention, diagnosis, treatment and rehabilitation of the feet and lower limbs. Many conditions may be prevented by early diagnosis and intervention by a Podiatrist.

The podiatry service regularly has a waiting list for service given the high demand of the service.

To support the demand for podiatry services MTHCS has Foot Care Clinics for people who are unable to cut their own toe nails. These clinics are provided by Allied Health Assistants under the guidance of the Podiatrist. The Podiatrist will refer clients to this service.

Appointments for Podiatry services can be made by phoning 0427 946 272.



Physiotherapy

Physiotherapists assist people to achieve their highest possible function following injury, illness or dysfunction.



They work in partnership with patients to help maximise their independence and develop, maintain and restore maximum movement and functional, sporting and recreational abilities throughout life.

MTHCS has its very own hydrotherapy pool onsite at Ouyen which is used for rehabilitation and pain management programs with people under the direction of the physiotherapist. Our Physiotherapist services Ouyen full time.

Visiting Physiotherapists provide regular services in:

- Murrayville: Katharine Daniel 0427 868 326

Phone 5092 1111 to enquire about the availability of this service.

Exercise Groups

Groups meet weekly with the aim of social inclusion, cognitive and emotional wellbeing, improving strength, fitness and the prevention of falls.

An assessment is required prior to beginning any exercise programs.

Programs are available in various locations across the catchment to meet the needs of local communities.

For more information phone (03) 5092 1111.



Continence Service

Incontinence is any involuntary loss of urine or faeces. It does not have to mean total lack of control – it might only be at times, when urine dribbles or there is a bit of soiling or leaking. Faecal incontinence may include loss of wind and faecal smearing. People with incontinence should not feel embarrassed or alone. It affects approximately 4.8 million Australians of all ages.

MTHCS has can provide continence support through the district nurses and via a specialist continence clinic which runs every 2 months. Here you may see a specialist continence nurse, be assessed and receive guidance and assistance to resolve/manage your incontinence. The clinic runs second monthly and is supported by continence nurse from SCHS and the local Community Nursing team.

If you would like more information and locally based support or would like to schedule an appointment ring on the District Nurses on 5092 1111 or you can phone the National Continence Helpline for advice.

Continence Helpline 1800 33 00 66

The National Continence Helpline is a free telephone advisory service staffed by a team of continence nurse advisors who provide information, education and advice to callers with bladder and or bowel problems which may include incontinence, constipation, failure of bladder to empty or who are caring for someone with such conditions.

The Helpline also provides information and advice to health professionals.

The Helpline is funded by the Australian Government Department of Health and available to anyone living in Australia. It operates 8am-8pm (AEST) Monday to Friday.

Neighbourhood Houses

MTHCS facilitates Neighbourhood Houses in Murrayville, Ouyen and Sea Lake.

Neighbourhood Houses coordinate a wide range of community services and programs in their communities, including health and wellbeing promotion, courses and social activities.



Ouyen Neighbourhood House supports:

- Computer Access
- Education and Training
- Short courses
- Special interest groups such as patchwork and walking groups
- Facilitate building social capital and sustainability involving youth specific programs

Sea Lake Neighbourhood House supports:

- Community Transport program
- Men’s Shed
- Regular Meet and Eat programs
- Local Drug Action team member within the Buloke area.



Murrayville Neighbourhood House current programs include:

- Education and Training
- Short courses
- Special interest groups such as patchwork
- Facilitate building social capital and sustainability involving youth specific programs.



Get in contact your local Neighbourhood House to see what programs are currently being offered within your community.

MTHCS Service Fees

There are fees and charges for some programs. Fees are dependent on requirements of the funding body.

Should you have questions about fees or are having difficulties paying your fees please speak to a staff member or contact the Social Support Manager or Director of Community Services.

Please refer to the fees information sheet for current information on fees.

Service Specific Assessment

After a referral is received for a service staff will undertake a service specific assessment prior to commencement of the service. The assessment allows staff to ensure MTHCS meet your needs and which funded service type is best suited to you.

Where possible this assessment will take place with you and your carer/advocate at a mutually agreed time and location.

MTHCS aim to complete your assessment with you within 2 weeks of receiving your referral or request for service.

The assessment undertaken with you will be relevant to the service requested. Where possible MTHCS staff use documents that can be shared with others (given your consent) to save asking you the same questions each time staff see you.

During your assessment staff provide you with information on your rights and responsibilities, your privacy, how to provide us with comments and complaints and fees you may be charged.

From time to time our programs have a wait time for service to begin.

Sometimes staff might suggest another option. If you decide to receive your services from someone else or decline the service offered this will not influence future access to services.

Sometimes staff may feel that additional supports may be needed. They will discuss this with you and may suggest we refer to other services.

Care Planning

During your Assessment MTHCS staff will talk to you about your Emergency Plan and Advance Care Planning. MTHCS are aware that while some customers' needs remain constant, others have needs that will vary. Staff need to be aware of this to deliver an appropriate service to you. MTHCS will develop a service specific Care Plan with you.

If you receive a number of services and supports, staff will discuss with you about setting up a joint Care Plan discussion between all services.

The care plan is your health plan. It identifies which services you would like, in order to achieve your health outcomes.



MTHCS aim to work in partnership with you and the other people who support you such as family, friends, local community groups, your doctor and other health professionals.

You and your carer can ask to develop or review your plan at any time. Your plan will be reviewed with you annually or as your circumstances change.

As your care needs change MTHCS will support you to work with other service areas.

Cancellations and Absences

We ask you to cancel when you know that you will not use our service.

If for any reason you are unable to attend your regular group or appointment or be home for a scheduled service, please inform us by ringing (03) 5092 1111

It is never too late to cancel your appointment. It may make someone else's day!

Medications within Community Based Groups

Customers will be responsible for their own medication whilst attending community-based group programs. If customers require assistance staff will be required to set up a specific medication needs care plan with the customer and their carer.

Should this be required please bring it to a staff members' attention.

Waiting Lists

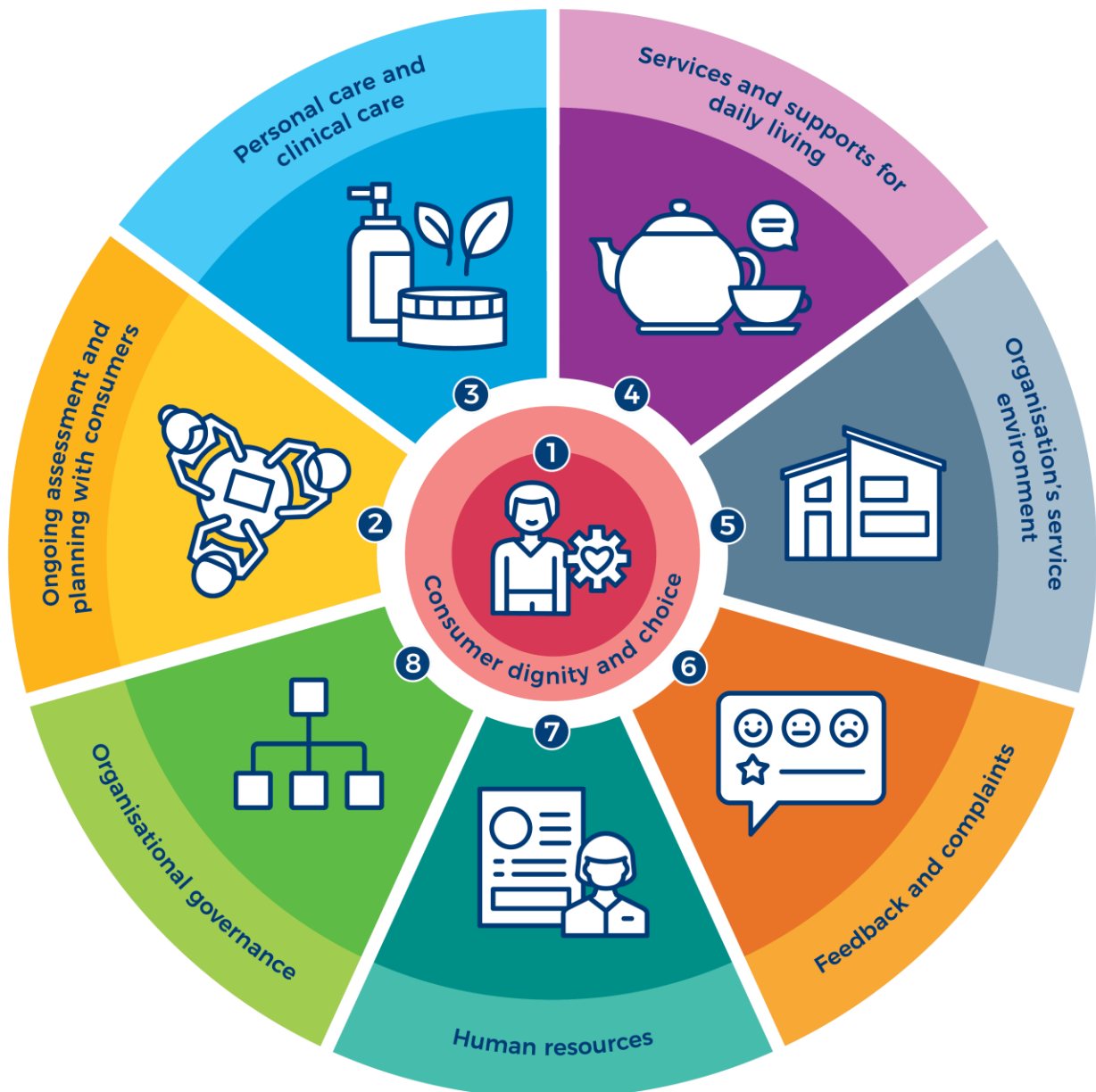
Waiting lists for programs and services are kept as the need arises. New members will be offered a place in a program based on their care needs. Waiting lists are constantly updated and prioritized.

Allied Health Services are often in high demand. MTHCS has a prioritising system based on health needs rather than length of time on waitlists. If you have any questions please ask Allied Health Staff for more information on waitlist times.



Standards of Care

MTHCS Commonwealth Home Support Services are providing high quality care that meets the Aged Care Standards. For more information on the standards please ask staff or go to <https://agedcare.health.gov.au/quality/single-set-of-aged-care-quality-standards>



Complaints, Feedback & CareOpinion

Your feedback helps us to improve our service. Please do not hesitate to provide feedback on any aspect of the service you receive or would like to receive.



Please head to www.careopinion.org.au and share your experiences of Mallee Track Health and Community Service, care and support, *GOOD or BAD*. Your stories are passed on to the right people to make a difference.

Care Opinion is an independent site where anyone can share their stories about their experience of care. The site covers health and aged care, and community services in Australia, giving service users, their families and carers the opportunity to publish their personal experiences, good or bad, of the care system. You can read about other people's experiences at other Health Services also.

Paper based Care Opinion forms are available also at Ouyen, Sea Lake, Murrayville centres; The early Years centres at Sea Lake, Ouyen, Murrayville and Underbool, and the Sea Lake, Ouyen and Murrayville Neighbourhood Houses. Please let us know if you would like support to complete the form by calling (03) 50921111.



Advocacy

An advocate is a person you feel comfortable with, who can speak on your behalf. The role of an advocate is to represent your rights regarding your care and provision of services. An advocate could be your carer, family member, neighbour, or professional worker e.g. your care manager.

There are external providers that are able to provide you with advocacy support;

- The Regional Information and Advocacy Council (RIAC) Phone: **1800 221 944** or **03 5443 0550**
- The National Aged Care Advocacy Program (NACAP). **1800 700 600**

Privacy

Mallee Track Health and Community Service is committed to protecting your privacy. We are required by law to protect all your personal and confidential information such as information relating to your health and other personal details. We comply with all Victorian legislation relating to confidentiality and privacy, including, where relevant, the Health Services Act 1988 (Vic), the Health Records Act 2001 (Vic) and the Privacy and Data Protection Act 2014, and in accordance with guidelines issued by the Health Complaints Commissioner.

This statement sets out policies for the management of health information at Mallee Track Health and Community Service (MTHCS).

Staff at MTHCS cannot use or disclose information of a personal nature, except to the extent that this is required, authorised or permitted under law or where you consent to release. All staff at MTHCS are trained and understand their obligations under the laws relating to maintaining your privacy. Policies at MTHCS are in place to ensure that only staff involved in your treatment access your health record.

Staff at MTHCS will only collect health information that is necessary for them to perform their duties and functions. They will always try to do so in a fair, lawful and non-intrusive way. Wherever possible, the collection of information will be made directly from you rather than from third parties. Staff at MTHCS will do their best to tell you if information has been collected about you from a third party.

When you become a patient of MTHCS a medical record is made. It contains your name, address, contact details, health information and the treatment you were given.

When Information is collected from you, you have the Right to Be Informed of the following:

1. Why it is being collected;
2. What law if any, requires it to be collected;
3. Who generally will have access to that information;
4. Staff will also explain the consequences for you if the information is not provided (Depending on your medical condition, it is our normal practice to share certain information with third parties. For example, your treating General Practitioner will receive a discharge summary from us).
5. If you require a District Nurse or Allied Health practitioner, they will be provided with information about your condition. If you require other services on discharge, such as Home and Community Care, the appropriate persons will be contacted and we will provide them with only the relevant information required.

Generally, information is collected for the purpose of providing care and treatment to you and for purposes directly related to providing such care and treatment.

- Your information may be disclosed to other health care providers for the purpose of providing further treatment to you.
- We may also use your information for purposes as are permitted under the privacy laws. Aside from where the law specifically allows your health information to be used and disclosed, MTHCS staff are not to use or disclose such information for purposes which are unrelated to the purposes for which they were collected without your prior consent.
- MTHCS staff will undertake everything possible to make sure that the information held about you is accurate, complete and up to date. Every time you attend MTHCS new information is added to your record.
- MTHCS is required under the Public Records Act 1973 as amended 2014, to hold some records for extended periods. We are required to keep medical records for 7 years after last attendance for adults, and for children until they reach the age of 25 years. The record is then destroyed using secure means such as shredding. From time to time audits of our records and data bases are conducted to ensure that the information being held is accurate and up to date.
- Our physical or paper records are securely stored and can only be accessed by authorised staff and we have comprehensive auditing procedures to prevent and detect unauthorised access and fraud.
- Access to our record keeping and computer systems is controlled and monitored. Only MTHCS staff and authorised external users have access to systems that their duties require.
- Any individual or organisation (such as an outside service provider), who is seeking access to health information held by MTHCS is required to sign a confidentiality agreement. For example, the external pathology provider is obliged not to release your health information except to MTHCS staff and your treating Doctor.
- You may authorise us in writing to release your information to a third party, for example your Solicitor, or Department of Veterans Affairs, in this case confidentiality agreement is not required.
- If you are unable to give permission for information to be released, then written permission will be obtained from your next of kin (spouse/partner, nearest relative over the age of 18), guardian, or person you have nominated to represent you.
- In certain situations your medical record may be reviewed by Clinical Auditors. This is done to monitor and reduce adverse events and to improve the quality of care.
- You may ask for access to information being held about you. However, there are some exceptions to this. For example, if the access to health information about you would unreasonably disclose information relating to others or where the information would otherwise be exempt from disclosure by law.
- It is also important to note that from time to time transfer of health information about you to organisations outside Victoria for the purpose of the provision of care or treatment to you may also be required. For example, you might be transferred to a hospital in Adelaide for further treatment and your medical record would be useful for the treating Doctor to quickly identify which treatments are likely to be safe and effective for you. This may only be done where you consent and where we believe that the recipient organisation is subject to binding privacy obligations that are substantially similar to the ones under which we operate, or where it is in your interests for us to do so (and it is impracticable to obtain your consent).

- You have the right to tell us that you do not wish to have any information released about your health status. We will respect your wishes to the extent permitted by law.
- Be reassured at MTHCS any suspected infringements of privacy will be thoroughly investigated. Disciplinary action is taken in cases where infringements of privacy are proven.
- If you have been transported to hospital via ambulance, ambulance personnel from Ambulance Victoria will have collected basic personal details (e.g. name, address, telephone number, date of birth and insurance or benefit card details if available), incident details and initial medical information required to ensure your safe transportation, effective treatment on arrival at the hospital and billing for ambulance services if required. This information is provided to the hospital upon arrival to ensure continuity of care. Your information is securely managed by both the hospital and ambulance services.
- A member of the health care team may contact you after you have left MTHCS to find out how you are getting on. This is part of providing quality health care.
- Your basic personal details may be passed onto the Intake Team who's role it is to identify customer needs and the range of services available to meet these needs. The Intake Team is specially trained to help customers and will collect only the information required by MTHCS to provide you with a service. With your consent the Intake Staff member will share this information with other service areas and external agencies if a referral is required.

IF YOU

- want to have access to your health information we hold about you;
- believe information we hold about you is inaccurate and would like to request that it be amended;
- want to know more about the type of information we hold, for what purposes and how we deal with that information; or
- have concerns that your privacy rights may have been infringed,

Please firstly discuss this matter with the staff member assisting you or:

Contact the MTHCS Executive Director of Nursing - Operational Freedom of Information Officer

Requests for access to your medical record can be made in writing to the Freedom of Information Officer, Mallee Track Health and Community Service.

A fee will be incurred and must accompany such requests. Payable to Mallee Track Health and Community Service.

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.

The new Charter from July 2019 makes it easier for consumers, their families, carers and representatives to understand what they can expect from an aged care service. MTHCS has a responsibility to support consumers to understand the new Charter.

MTHCS must give consumers a copy of the new Charter, assist consumers to understand the Charter and ensure that the consumer or their authorised person has been given a reasonable opportunity to sign a copy of the Charter.

The purpose of requesting the consumer's signature is to allow them to acknowledge they have received the Charter, had assistance to understand it and understand their rights. Consumers are not required to sign the Charter and can commence, and/or continue to receive care and services, even if they choose not to sign the Charter.

There are copies of the Charter booklet available at all sites. Please ask a staff member for a copy should you not be able to locate one.

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 the 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 the website at www.agedcarequality.gov.au

The Commission can help you resolve a complaint about your aged care provider.

Visiting Services

Service	Where & when	How to make an appointment or referral
Chiropractor John Gooch	Ouyen Service Centre - Every 2nd week (Wednesday)	Ph: (03) 5021 3777 Mildura Ph: (03) 5092 1111 Ouyen
Diabetes Educator	Appointment through the Ouyen Medical Clinic	Ph: (03) 5092 1168
Dietician	Robinvale District Health & Service visit occasionally	Ph: (03) 5051 8160
Mental Health Service	Mildura Base Hospital Bendigo Health – Sea Lake	Ph (03) 5022 3500
Head to Health Sunraysia Community Health Service	Visit Ouyen weekly – by appointment	1800 595 212 Or Ph (03) 5022 5444
Optometry Services	Royal Flying Doctor Service	Refer to service information flyers that are posted regularly.
Mallee Border Health Centre Private Nurse Practitioner	Murrayville and Underbool Weekly service at MTHCS sites. Di Thornton is based in her Pinnaroo clinic at 29 Hensley St Pinnaroo	0448 522 703
Rural Female GP Service RFDS	Mallee Track Medical Clinic Ouyen. Visiting GP Dr Jane Russell	Ph: (03) 5092 1168
Speech Pathology	Robinvale District Health Service & Royal Flying Doctor Service. Providing outreach to Murrayville, Underbool, Ouyen and Sea Lake on a regular basis.	Ph: 0437 677 278
Sunraysia Hearing Clinic	Ouyen Service Centre Fortnightly	Ph: (03) 5022 7333
Tankard Dental	Ouyen Clinic	Ph: (03) 5092 1121
Acoustic Health	Sea Lake – by appointment	Ph: (03) 5032 4646

Getting in contact with us:

Ouyen	
All services	5092 1111
Mallee Track Medical Clinic	5092 1168
Neighbourhood House	5092 1709
Pattinson House	5092 2559
Underbool	
All services	5092 1111
Sea Lake	
Reception	5070 2155, Fax 5070 2132
Medical Clinic	5070 2118
Neighbourhood House	5070 1448
Murrayville	
Neighbourhood House	5095 2205, Fax 5095 2311

In an emergency, always dial 000



Australian Government
Department of Social Services

MTHCS services are funded by the Australian Government Department of Social Services (DSS).
Visit the DSS at www.dss.gov.au for more information.

Although funding has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.