

All Services

The environment is safe and I feel safe from violence, abuse and neglect.



Safety

The care I receive is high quality and safe and I am treated with dignity and respect.

Respect

I am seen as a person and am respected. My personal privacy is respected.

All Services

My decisions and choices are respected and my culture, identity and beliefs are recognised and respected.



All Services

I feel comfortable to ask questions and expect to get the level of information that I want and not be rushed.



Partnership

Ask questions, make decisions about my aged & healthcare provider and feel like I have control.

Independence

I can choose how I live, even if there is some personal risk.

All Services

My family, friends or other support people can be involved in planning my aged & health care and help me make decisions.



All Services

I feel comfortable making decisions WITH Mallee Track staff and not have them make decisions for me (if that is what I want to do).



For more information you can contact us on (03) 5092 1111 or go to mthcs.com.au/contact/consumer-feedback