

Option Two

While it is preferable that the complaint is dealt with in the first instance by Djerriwarrh Health Services, you may wish to lodge your complaint with one of the following:

Complaints relating to all areas of DjHS:

Health Services Commissioner

30th Floor
570 Bourke Street
MELBOURNE VIC 3000
Tel: 1800 136 066

Complaints relating to the Nursing Home Residents:

Aged Care Complaints Resolution Scheme

C/- Dept. of Health and Aged Care
GPO Box 9848
MELBOURNE VIC 3000
Toll free: 1800 550 552

Djerriwarrh Health Services is dedicated to the provision of excellent services and looks to you to assist in maintaining its reputation as a Centre of Excellence.

All correspondence to:
Chief Executive
Djerriwarrh Health Services
PO Box 330
Bacchus Marsh VIC 3340

Bacchus Marsh & Melton Regional Hospital:

www.bacchusmarshhospital.com.au
Grant St, PO Box 330
Bacchus Marsh VIC 3340
Ph: 03 5367 2000
Fax: 03 5367 4537

Grant Lodge Residential Aged Care:

www.grantlodge.com.au
6 Clarinda St, PO Box 330
Bacchus Marsh VIC 3340
Ph: 03 5367 9627
Fax: 03 5367 8023

Melton Health:
www.meltonhealth.com.au
195 - 209 Barries Road
Melton West VIC 3337

Ph: 03 9747 7600
Fax: 03 9746 0668

Bacchus Marsh Community Health Centre:

www.djhscommunity.com.au
Turner St, PO Box 330
Bacchus Marsh VIC 3340
Ph: 03 5367 9674
Fax: 03 5367 4274

Melton East

Community Health Centre:

www.djhscommunity.com.au
Brookside Central, Level 1
Federation Way
Caroline Springs VIC 3023
Ph: 03 9361 9300
Fax: 03 9361 9399

Melton

Community Health Centre:

www.djhscommunity.com.au
Cnr. High & Yuille Sts,
PO Box 3
Melton VIC 3337
Ph: 03 8746 1100
Fax: 03 9743 8640

Rights & Responsibilities

Compliments & Complaints

A brief outline of the process to be followed when making a compliment or complaint in relation to services and facilities provided by Djerriwarrh Health Services.

caring **quality** awardwinning **technology** lifestyle **history**

"the best in healthcare"



djerriwarrh health services
health hospital community
bacchus marsh - melton - melton east

Rights of Patients/Residents/Clients

Djerriwarrh Health Services is committed to providing health service for the people of its communities of Moorabool and Melton Shires. We want you to be aware of your rights when using the Health Services.

- * You have a right to expect the best level of professional care possible with the staff and resources we have available
- * You have a right to expect prompt and courteous attention from staff
- * You have a right to request any information you require to assist your understanding of any treatment advice or procedure offered, provided or requested by the Health Services in a language you understand
- * You have a right to expect that information concerning you will be treated confidentially by all staff
- * You have the right to accept or discontinue treatment at any time
- * You have the right to ask for a different staff member to look after you than the one allocated if there are reasonable grounds and another staff member is available
- * You have the right to an independent second opinion
- * You have a right to request that information you provide to any staff member is not recorded on your file and/or not be communicated to other staff other than information that Health Professionals are required to report by law
- * You have the right to speak directly to the Chief Executive if you have a complaint regarding the service or treatment you receive from the Djerriwarrh Health Services
- * If you are not satisfied with the response you receive from the Chief Executive you have the right to send a written complaint to the Board of Management of the Djerriwarrh Health Services
- * In case of further dissatisfaction you have the right to contact the Health Services Commissioner's Office on telephone 1800 136 066

Responsibilities of patients/residents/clients

In addition, we would like you to be aware of the responsibilities that you have when you enter Djerriwarrh Health Services.

You have the responsibility to:

- * Provide information that enables our staff to provide adequate advice and care
- * Actively seek health care information
- * Treat seriously any agreement to action and or treatment chosen
- * Acknowledge responsibility for the consequences of your decision to accept or reject advice and/or treatment
- * Recognise that choices concerning your lifestyle affect your health
- * Attend all appointments on time or give 24 hours notice if unable to attend

Compliments

If you take a moment to tell us that you are happy with the care or service you receive, this will let us know that we are carrying out our duties.

Some people who wish to make an informal comment do so verbally to members of staff with whom they have contact. Some people who wish to make a formal comment do so in writing.

We appreciate your comment

You may address your formal comment to the Chief Executive by mail, telephone or in person.

Alternatively, you may wish to address your comment to either the Department Manager or any other member of the staff with whom you come in contact.

Djerriwarrh Health Services has a procedure in place which ensures that each and every formal compliment is duly noted.

The nature of the formal written comment can vary from a single message to an official letter – the choice is yours.

Once received, your compliment will be recorded into the Compliments and Complaints Register. All new entries recorded in the register are presented to the Board of Management for review.

Complaints

Djerriwarrh Health Services has a complaints procedure which provides an opportunity for patients, clients, residents & relatives to discuss concerns with the view to resolving them to the satisfaction of all parties involved.

All complaints are taken seriously and acted upon.

Complaints can be lodged either verbally or in writing. Proper investigation can best be made if the complaint is recent. Where the complaint is about happenings which occurred some time ago, it may not be possible to obtain all the necessary information required to resolve it.

If the complaint is verbal, it may be directed in the first instance to the Manager of the department. The Manager will attempt to resolve it to your satisfaction. If a resolution is not possible at this level, other options are available to you.

Option One

Lodge your complaint with the Chief Executive, whether via mail, telephone or in person, all written complaints are automatically forwarded to the Chief Executive. Once you have lodged your complaint with the Chief Executive, the procedure outlined below will be followed:

- * It will be formally acknowledged
- * An investigation involving all parties concerned will be conducted by an Investigation Officer
- * Where possible, an amicable result will be achieved and implemented
- * It is anticipated that steps 1, 2 & 3 will be achieved within seven days of receipt of the complaint
- * A formal written response will be provided, reiterating the action taken to resolve your complaint
- * Your complaint, entered into the Complaints/ Compliments Register, will be tabled at the next Board of Management meeting