

# Welcome to Community Health

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 Community Health

This booklet provides you with important information for your first visit to Peninsula Health Community 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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## Community Health Fees

Our fees are based on your level of income and the type of service/s you require. In case of hardship please discuss fees with your health care professional.

Income Per Year	Low (Below)	Medium (Between)	High (Above)		
Individual	\$39,089	\$39,089 - \$86,208	\$86,208		
Couple	\$59,802	\$59,802 - \$115,245	\$115,245		
Family (1 Child) plus \$6,206 per additional child	\$66,009	\$66,009 - \$118,546	\$118,546		
Service / Activity / Population Type	Fee Payable per visit				
	Low Income	Medium Income	High Income		
<b>Children's services</b>	Nil	\$15.60	N/A		
<b>Community Health Nursing</b>	\$11.45	\$15.60	\$50		
<b>Counselling</b>	Nil	Nil	\$200		
<b>Allied Health Consultations</b>	Dietetics	\$11.45	\$15.60	\$175	Per hour
	Occupational Therapy			\$175	
	Physiotherapy			\$175	
	Podiatry			\$150	
	Speech Therapy			\$175	
<b>Group Activities</b>	\$8.85				
<b>Exercise Groups</b> (Cancer Rehab, Cardiac Rehab Osteoarthritis)					
<b>Social Support Group</b>	\$10.00 onwards				

Service exempt from fees:

- Youth Services
- Alcohol & Drug Services
- Allied Health Outreach
- Community Care
- Children's Services (dependent on income and number of children)
- Family Violence
- Aboriginal Healthy Start to Life
- Homelessness & Health Outreach Service (Formerly M.I. Health Team)

## Dental Fees

<b>Emergency Care</b>	Flat fee of <b>\$31.50</b> per course of care
<b>General Care</b>	Fee of <b>\$31.50</b> per visit per course of care, to a maximum fee of <b>\$126</b> per course of care
<b>Denture Care</b>	<b>\$76</b> per denture, capped at <b>\$152</b> for a full upper and lower denture
<b>Children 0 – 12 years</b> not dependents or holders of concession cards	Fee of <b>\$38.00</b> We accept Medicare Child Dental Benefit Schedule (No out of pocket charges) Fees per family will not exceed <b>\$152</b>

**NDIS Fees** are applicable in line with the NDIS price guide.

\*CH- Community Health, Program. HACC- Home and Community Care Program

# 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 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.

Peninsula Health Customer Relations

Phone (03) 9784 7298

Email [customer.relations@phcn.vic.gov.au](mailto: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?

Stand up for your own rights or get the information you need. Perhaps you feel too sick or unable to ask questions or find information hard to hear or understand.

Speaking up and asking questions will help you to be more involved in your care and helps your healthcare team better understand your needs. **This is when an advocate could help you.**

### 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 act on them 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](mailto: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 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 and is able to help you the best they can.
- 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 provide 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.

### 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.

## **Who can access your information?**

- All staff employed by Peninsula Health must keep your information confidential.
- Any Peninsula Health service that you attend may look at your information if it is needed for your treatment.
- As part of your ongoing care, we may fax, post or electronically transfer information to your local doctor (nominated by you) regarding your admission to hospital or outpatient/community treatment.
- Other hospitals or health services may need to access your information to help them care for you (where possible with your consent or where required by law).
- If you have registered for a My Health Record your inpatient hospital admission discharge summaries (excluding emergency episodes) will be automatically uploaded.
- We respect your right to refuse information being passed on and for your discharge summaries to be sent to your My Health Record therefore, if you do not want this to occur you need to tell us on every admission.
- If you do not fill in this form, we will assume that you agree to the release of your information as explained in this brochure.

If you have any concerns about your information being shared, please speak to a member of your health care team.

## **Who can receive information about me?**

In some circumstances Peninsula Health has a legal requirement to release personal information about you. Examples include:

- Presentation of your medical record as evidence in court when subpoenaed (in case of legal action).
- Reporting notifiable diseases to the Department of Human Services (ones that must be reported).
- Reporting to appropriate government authorities (such as registration of births, deaths, diseases and treatment).
- Provisions made under Section 345 Disclosure of Health Information of the Mental Health Act (2014).

- 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](http://www.dhhs.vic.gov.au/publications/privacy-policy)
- [www.peninsulahealth.org.au](http://www.peninsulahealth.org.au)

### **References**

- Freedom of Information Act 1982 (Vic)
- Information Privacy Act 2000 (Vic)
- Health Records Act (2001)
- Mental Health Act (2014)
- Department of Health and Human Services

# 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**



PUBLIC HEALTH AUSTRALIA

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://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.

# Your rights and responsibilities as a Home and Community Care (HACC) program service user

## Your rights as a HACC user:

As a person using HACC services, you have a number of rights. Agencies that provide HACC services should recognise your right to:

- be treated with respect and courtesy
- have your needs assessed
- be informed and part of the decisions made about your care
- receive quality services
- have the right to make a complaint
- have someone represent you (an advocate)
- have your privacy and confidentiality respected and to access all personal information kept about you by the service.

## Your responsibilities as a HACC user:

While you have a number of rights as a HACC user, you also have some responsibilities to the people providing care to you. HACC services ask their clients to:

- treat staff with respect and courtesy – for example, by letting them know as soon as possible if you cannot keep an appointment
- provide a safe work environment for staff and help them to provide you with services safely – for example by not smoking while staff are present
- take responsibility for the results of any decisions which you make.

**To receive this booklet in an accessible format please email [hacc@health.vic.gov.au](mailto:hacc@health.vic.gov.au)**

# Community Health Locations

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

## Frankston

Frankston Integrated Health Centre  
Building L  
Hastings Road  
Frankston 3199  
Phone (03) 9784 8100  
Melways Ref 100A G11

## Mornington

62 Tanti Avenue  
Mornington 3931  
Phone (03) 5970 2000  
Melways Ref 104 F11

## Hastings

185 High Street  
Hastings 3915  
Phone (03) 5971 9100  
Melways Ref 154 F11

## Rosebud

38 Braidwood Avenue  
Capel Sound 3939  
Phone (03) 5986 9250  
Melways Ref 169 K2

[peninsulahealth.org.au](http://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

