

This Statement of Client Rights and Responsibilities outlines your rights, how you will be treated and what you can expect from Thorne Harbour Health services. This Statement also sets out your responsibilities and how you can give us feedback on any aspect of our service.

About us

Thorne Harbour Health is a community-controlled not-for-profit healthcare organisation. We provide a range of health and well-being services, supports and programs for people who are LGBTIQ, as well as for people living with HIV.

You can find more information about our services, supports and programs via our website www.thorneharbour.org or by asking one of our staff or volunteers.

Our commitment to you

Thorne Harbour Health is committed to providing the highest quality healthcare and support services that we can. We will work with you to make sure you get the care, assistance or support that is available and right for you.

Your rights

When you are in contact with our organisation, you have the right to:

Access

Access high quality health care and support services that meet your current and changing needs.

Advocacy

Advocacy support provided by Thorne Harbour Health services, external individuals or advocacy services. This means you have the option of another person of your choice to support you and advocate (speak) on your behalf.

Communication

- Information provided in a language and format that you can understand
- Information about your rights and responsibilities to inform your participation and consent
- Information about the services available to meet your needs and goals and to inform your decisions – including information about services, care and support options and any costs
- Information about Thorne Harbour Health's complaints, compliments and feedback processes.

Consent and refusal

- Your informed consent being required to use and share your information (within the limits of the law).
- Accept or decline a service, advice, or the use or sharing of your information.

Participation

- Be consulted about your needs and preferences, and to participate in decisions about the care and support you receive.
- Provide feedback or make a complaint about the service received if you are not happy with it in some way.
- Have your feedback or complaint considered and dealt with confidentially and fairly. The service you receive will not be negatively affected in any way as a result of any complaint or feedback provided.

Privacy and confidentiality

- Have your personal, health and sensitive information kept private and confidential (within the limits of the law).
- Access the information that we keep about you and to correct any inaccuracies.

Respect, fairness and cultural safety

- Be treated respectfully, with dignity and consideration at all times by our staff and volunteers, and to be treated fairly and without discrimination, judgment or harassment.
- Receive a service that acknowledges, understands and reflects your social, cultural and language needs.

Safety and security

Feel safe and secure when using our services.

Your responsibilities

You help us provide safe and high-quality healthcare services when you:

- Act respectfully towards all other people using our services, and towards our staff and volunteers.
- Provide us with complete and accurate information about yourself and your situation.
- Tell us if things change or you cannot keep an appointment or commitment.
- Provide us with feedback about our services and how we can work better.

What you can expect from us: Our responsibilities

We will:

- Provide accredited, high quality healthcare and support services to meet your needs.
- Support you to connect with other services and support where needed.
- Inform you of your rights and responsibilities, and uphold your rights.
- Treat you with respect at all times.
- Treat you fairly and without discrimination.
- Protect your personal information and only use it for the right reasons.
- Involve you in decisions about the services you access and support you to have a say in things that affect you.
- Tell you how to provide us with feedback on our services and how to make a complaint.
- Provide a safe service environment.

How you can provide feedback

We value your feedback on positive experiences you have had with us and on how we can improve our services. We also want to know if you are not happy with the service you have received, or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can provide feedback by:

- Talking directly to a staff member or volunteer
- Asking to speak to a more senior staff member
- Contacting us via phone on (03) 9865 6700
- Writing to us via email: enquiries@thorneharbour.org or post: Thorne Harbour Health, 200 Hoddle Street, Abbotsford, 3067

- Complete an online Thorne Harbour Health Feedback Form on our website (<https://thorneharbour.org/about/feedback/>) or download a Thorne Harbour Health Feedback Form and return the completed form to Thorne Harbour Health via the above email or postal address.

How we manage complaints

We aim to deal with and resolve complaints openly, fairly and quickly. We will acknowledge your complaint and respond within 7 working days and explain to you how we investigate and resolve complaints at Thorne Harbour Health. If you are not satisfied with our response to your complaint, you can contact:

Health Complaints Commissioner Tel: 1300 582 113 / Online: <https://hcc.vic.gov.au/> /
Visit: 26th Floor, 570 Bourke Street, Melbourne VIC 3000

NDIS Quality and Safeguards Commission Tel: 1800 035 544 / Online: www.ndiscommission.gov.au
Visit: 913 Whitehorse Rd, Box Hill VIC 3128

Office of the Australian Information Commissioner (OAIC) Tel: 1300 363 992 / Online:
www.oaic.gov.au/recomplaint/
Email: enquiries@oaic.gov.au / Post: GPO Box 5218, Sydney, NSW 2001

Office of the Victorian Information Commissioner (OVIC) Tel: 1300 006 842 / Online:
www.cpdp.vic.gov.au/ Email: privacy@cpdp.vic.gov.au / Post: PO Box 24274, Melbourne VIC 3001

Victims of Crime Helpline Tel: 1800 819 817 and ask for the Victims' Charter Complaints Officer (for a person adversely affected by crime who believes THH have not upheld the Victims' Charter Act 2006 (VIC) principles)

Other advocacy and support contacts

The following organisations may also be able to help you resolve complaints, or support you as a consumer:

Disability Services Commissioner

Tel: 1300 728 187 or 1800 677 342 (free call) TTY: 1300 726 563 / Online: www.odsc.vic.gov.au
Visit: 30th floor, 570 Bourke Street, Melbourne VIC 3000 / Email: complaints@odsc.vic.gov.au

Victorian Equal Opportunity and Human Rights Commission

Tel: 1300 292 153 TTY: 1300 289 621 / Online: www.humanrightscommission.vic.gov.au
Visit: Level 3, 204 Lygon Street, Carlton 3053 / Email: complaints@veohrc.vic.gov.au

The Office of the Public Advocate

Tel: 1300 309 337 TTY: 1300 305 612 / Online: www.publicadvocate.vic.gov.au
Visit: Level 1, 204 Lygon Street Carlton Victoria 3053