

SERVICE FEES

As a private, not-for-profit Centre, some services will attract a fee.

All those who subscribe to the GDBNC will receive free nursing care within opening hours.

Non-members and members requiring out-of-hours nursing care should be aware that a fee will be charged.

All dressings and medications, etc., used on behalf of a consumer will be charged to that consumer.

Any medical equipment borrowed will attract a deposit and a weekly hire fee.

We want to provide you with the best service we possibly can, and trust that you will find this brief explanation of your rights and responsibilities helpful in obtaining a satisfactory service from the Gelantipy District Bush Nursing Centre.

If you have any questions at all about the information contained in this brochure, please come and talk to us.

**Gelantipy District
Bush Nursing Centre
1 Saleyard Road, Gelantipy**

**Phone: 03 5150 2410
Fax: 03 5155 0217
Email: gdbnc@gha.net.au**



This material has been
developed in partnership
with consumers



Bush Nursing Centre Inc

CONSUMERS' RIGHTS AND RESPONSIBILITIES

The Gelantipy Bush Nursing Centre is operated by local people for all people in the district.

We want you to be aware of your rights and responsibilities when using this Centre.

**THE GDBNC WOULD LIKE TO THANK
OUR CONSUMER REPRESENTATIVES :**
Locals who partner with the GDBNC to report important ideas and thoughts from members of the GDBNC to the Committee.
(Contact the GDBNC for details)

YOUR RIGHTS

1. You have the right to expect prompt, courteous attention and the best level of care possible with the staff and resources we have available with privacy, dignity and without discrimination.
2. You have the right to accept, question, or refuse participation in educational or research programs, treatment, or other services, and to be fully informed of the consequences of such a decision.
3. You have the right to further access to services without prejudice because of a previous refusal.
4. You have the right to be part of decisions made about your care, including the right to withdraw consent to nursing care, and the right to withdraw consent to disclosure of information to other services at any time without prejudice.
5. You have the right to request any information you require to assist your understanding of any treatment, advice or procedure offered, provided, or requested by the Centre in terms that are understandable.
6. You have the right to expect that all staff will treat your personal information as confidential. In order for the best possible level of care to be provided, discussion between staff regarding your situation is sometimes necessary.
7. You have the right to know the identity, professional status and qualifications of those providing health services.

YOUR RIGHTS

8. You have the right to request that information you provide to any worker not be recorded on your file and/or not be communicated to other staff. You should be aware that a file will be created for you and that details of each service you receive from the Centre will be recorded in that file. These records are for your benefit as well as ours. You may request information from them.
9. You have the right to involve an advocate of your choice in your care. An advocate is someone who can speak and act on your behalf (such as a family member or a member of an advocacy group). A list of advocacy groups is available at the Centre or upon request.
10. You have the right to speak to the Nurse Manager or Administration Officer if you have a complaint regarding the service or treatment you receive from the Centre, without retribution.
11. If you are not satisfied with the response you receive from the Nurse Manager or Administration Officer, you may send a written complaint to the Committee of Management (COM) of the Gelantipy District BNC and can expect a response within 14 days.
12. If you are not satisfied with the response you receive from the COM, you have the right to call the Health Complaints Commissioner on **1300 582 113**, lodge a form online via [MAKE A COMPLAINT | Health Complaints Commissioner \(hcc.vic.gov.au\)](#) or write to/visit:
Level 26,
570 Bourke Street,
Melbourne, Victoria, 3000

YOUR RESPONSIBILITIES

The responsibility to accept the consequences of your own informed decisions.

The responsibility to respect the human worth and dignity of the service providers, other staff and other consumers.

The responsibility to treat service providers, staff and other consumers with courtesy.

The responsibility to respect the privacy of others attending the Bush Nursing Centre, and to keep in confidence any information shared by group members in the programs conducted by the Centre.

The responsibility to notify the Nurse Manager/Administration Officer or the Treasurer of concerns so that any necessary action may be taken.

The responsibility to provide information that enables the health care workers to provide adequate advice and care.

The responsibility to help provide a safe work environment for staff and to help them provide consumers with services safely.

