

## Complaints

The Health Service is committed to providing patients and clients with high level care. We value and welcome customer feedback as an important way to identify care issues and improve services.

You have a right to inform us if you are unhappy with the service you receive. All concerns raised are treated in confidence and investigated thoroughly. Once concerns have been investigated, honest and open feedback will be provided to you on outcomes and actions taken to prevent recurrence and improve standards of care.

Any person can make a complaint

- ◇ The person directly affected by the problem.
  - ◇ Someone who has observed a problem.
  - ◇ Someone acting for the person affected. This could be a family member, consumer advocate, medical practitioner or Health service staff member
  - ◇ Any person concerned about Health Services provided.
  - ◇ Complaints can be made face-to-face with a staff member or manager, by letter, online via Health Service website, by email, or by phone.
  - ◇ Complaints can be made anonymously
- Complaints can be about any function or service provided by a healthcare organisation. This includes, services provided, the behaviour of health service staff or any healthcare issues in general.

## Responding to Your Complaint

Complaints will be treated seriously, fairly and confidentially. All complaints will be investigated fully and the person who provided the complaint will be informed of the outcomes of the investigation.

Complaints will be acknowledged promptly, within 5 days and outcomes provided in a timely manner, usually within 35 days.

If you are not satisfied with the outcomes provided to you, you can have your complaint reviewed by a higher level of the Health Service or by an independent organisation, such as the Health Care Complaints Commission.

For further information on information privacy, please refer to the brochure "What happens to the information I provide to the Health Service?"

## How to Make a Complaint

1. Make your concern known to any staff member. They may be able to resolve your concerns on the spot. If they are unable to resolve your concerns they will refer it to someone who can help.
2. Write or talk with your local health service or facility manager.
3. Call the Murrumbidgee Local Health District Complaints Line: 1800 011 824
4. Email the Murrumbidgee Local Health District Chief Executive: [mlhd-feedback@health.nsw.gov.au](mailto:mlhd-feedback@health.nsw.gov.au)
5. Write to the Chief Executive:  
Chief Executive  
Murrumbidgee Local Health District  
Locked Bag 10  
Wagga Wagga NSW 2650

## Other Help

You can also raise concerns:

- ◇ directly with the NSW Minister for Health by calling: 02 9391 9000 or write to 73 Miller Street, North Sydney NSW 2060
- ◇ Your local Member of Parliament
- ◇ The Health Care Complaints Commission (HCCC) is an independent organisation and is available to investigate complaints about public or private health services or individual health practitioners.

The HCCC can review a complaint if a person is not happy with how their complaint has been managed by the Health Service or if they do not agree with the outcome of the Health Service's investigation.

The HCCC can be contacted at:

Health Care Complaints Commission  
LMB 18, Strawberry Hills, NSW 2012  
Ph: (02) 9219 7444 or 1800 043 159  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)  
Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)



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Reference Number / version control / Aug 2017 replaces version 500153 / CW3773



# Clients Rights & Responsibilities



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## You have the Right

- ◇ To receive the best available health care in a culturally appropriate way whenever you need it.
- ◇ To be treated with courtesy and respect.
- ◇ To have your privacy and confidentiality respected
- ◇ To know who is treating you – their name and their profession
- ◇ To have the people of your choice with you and to negotiate the change of a health professional providing services (where possible and appropriate).
- ◇ To ask for an interpreter if you need one.
- ◇ To receive clear information about your condition and treatment and about the risks and effects, in a way that you understand.
- ◇ To ask questions and have time to consider your options and to ask for a second opinion if you wish.
- ◇ To participate in decision making regarding your treatment.
- ◇ To be told of any cost for your care before it is given.
- ◇ To accept or refuse the health care treatment offered including research or student involvement.
- ◇ To not have any future service needs affected by your choice to refuse.
- ◇ To compliment or complain about the service provided.
- ◇ To have the role of your family in the care of your health recognised and respected, if you so wish.
- ◇ To see your medical records and have them explained to you.
- ◇ To be excluded from data reporting requirements (where possible).
- ◇ To request that you not be referred to a particular service, or have your health information passed on to a particular person or service (this excludes clients who are under a Community Treatment Order or Schedule 2 of the Mental Health Act).

## Your Responsibilities

- ◇ To provide clear and concise information in order for us to help you.
- ◇ To ask about your health treatment.
- ◇ To be considerate of staff and other patients and clients. Any violence, aggressive behaviour or language will not be tolerated by staff.
- ◇ To respect our health service property.
- ◇ To let health workers know if you are not going to follow the treatment given and accept responsibility for this decision.
- ◇ To be sure to keep your appointments and to let health workers know if you are unable to keep your appointment or are running late. Appointments can be rescheduled should you, your child or any other family members be sick.
- ◇ To let our health service know if something has gone wrong or if our service can be improved.
- ◇ To supply accurate details concerning you and your health needs.
- ◇ To not smoke in any of our facilities as they are all smoke free environments. If you need help with this, please contact your local health service.
- ◇ To make sure your home is safe for health workers to visit eg please keep all animals restrained.
- ◇ To respect health workers rights to privacy outside of work hours.

## Using an Advocate

In some circumstances, it is necessary and important for clients/patients to have a person who will represent their interests in making decisions about their health care. An advocate is a person who you choose to represent your interests. You have the right to choose an independent advocate to act on your behalf. This may be a family member, friend or advocacy service.

- ◇ If you choose to have an advocate you will need to inform your service provider (eg. Nurse or Doctor) of the person's name and the limits to which he/she can act on your behalf.
- ◇ If you change your advocate at any time, you also

must inform the service provider.

- ◇ If you require any assistance in finding a suitable advocate, you can contact any of the agencies listed below:

### **NSW OMBUDSMAN**

(including The Community Service Commission)  
Ph. 1800 451 524

### **THE AGED CARE RIGHTS SERVICE**

Ph. (02) 9281 3600 or 1800 424 079

### **COUNCIL ON THE AGEING NSW Inc**

Ph. (02) 9286 3860 or 1800 449 102

### **FAMILY ADVOCACY NSW**

Ph. (02) 9869 0866 or 1800 620 588

### **MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION**

Ph. (02) 9891 6400 or 1800 629 072

### **PEOPLE WITH DISABILITIES**

Ph. (02) 9319 6622 or 1800 422 015

### **NSW COUNCIL FOR INTELLECTUAL DISABILITIES**

Ph. (02) 9211 1611 or 1800 424 065

## Interpreter Services and Programs in Murrumbidgee LHD

The Health Care Interpreter Service is used in MLHD. This service includes sign language for people with hearing impairments, Ph. 1800 247 272.

If the Health Care Interpreter Service is not available, the Translating and Interpreter Service (TIS) or the Deaf Society can be contacted for assistance.

These two services operate 24 hours a day, 7 days a week.

Translating & Interpreter Services

ph: 13 14 50 or Deaf Society, Ph. (02) 9893 8555.