



## More information

Our website has the latest information about our services, our events calendar and news. Visit [merrhealth.org.au](https://merrhealth.org.au)

All services and NDIS  
1300 637 744 (MERRI H)

Carer Gateway  
1800 422 737

Victims Assistance  
Program  
1300 362 739

My Aged Care\*  
1800 200 422

Feedback  
03 9389 2234

We have many sites across Victoria. Visit our website [merrhealth.org.au](https://merrhealth.org.au) for all site details and contact numbers.

\*My Aged Care is the first point of contact for aged care services.

## Contact

Merri Health  
Registered Office:

Wurundjeri Woi Wurrung  
11 Glenlyon Road Brunswick VIC 3056

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# MerriHealth Your rights, privacy and feedback



With you for every age and stage of life.

## Your rights and responsibilities

You have the right to:

- > Respectful, safe and quality care from our service that accepts you regardless of your social status, gender identity, race, sexual orientation, religion, political belief, mental illness or any access needs
- > Be given good information and make decisions about your care
- > Give suggestions or make a complaint without any negative effects to your care
- > Privacy of your information
- > Bring a support person (advocate) to help you, such as a friend, family member or independent person
- > Use an interpreter if you use another language
- > Tell us if you identify as Aboriginal or Torres Strait Islander

You are responsible for:

- > Showing respect for all other people and property at our service regardless of social status, gender identity, race, sexual orientation, religion, political belief, mental illness or any access needs
- > Giving us true information so we can help you
- > Respecting the privacy of other people including information discussed in group programs
- > Acting in a way that will mean you and other people are safe when visiting us or when you are with our staff
- > Letting us know if you cannot make an appointment (at least 24 hours notice)



## Your feedback and complaints

We welcome and value all feedback and complaints because it helps us understand how we can improve our service. We will respond to all feedback and complaints as soon as possible and we will respect your privacy.

You can:

- > Speak to a staff member
- > Fill in a form when you visit, or
- > Call our Complaints Officer on 03 9389 2234
- > Send us feedback via our website

If you are not happy with the outcome you can contact the relevant commissioner:

- > Health Complaints Commissioner 1300 582 113
- > NDIS Commissioner 1800 035 544
- > Mental Health Complaints Commissioner 1800 246 054
- > Aged Care Complaints Commissioner 1800 550 552



**Merri Health**

Healthcare that moves with you

**Merri Health creates healthy, connected communities through local health services for people at every age and stage of life.**

We know that at different times, your health needs change. That's why we support you throughout life, with services spanning from children's health to aged care.

## Carer Gateway

Carer Gateway is an Australian Government initiative that delivers improved and expanded services to carers across Australia.

In Victoria, these services are provided by a group of seven health and social support providers, led by Merri Health.

All carers can access Carer Gateway services.

[www.carergateway.gov.au](http://www.carergateway.gov.au)



## NDIS made easy

Merri Health provides many services under the National Disability Insurance Scheme (NDIS) as it rolls out across Victoria. This includes:

### Allied health

Support from an occupational therapist, speech pathologist and dietitian for people with all types of disabilities. We offer face-to-face appointments and assessments in your home or at a location that suits you, home modifications, Assistive Technology, referrals to other services, easy to read reports for your NDIS planner or Local Area Coordinator, and functional assessments to build your capacity and independence.

### MerriKids

MerriKids support children with a developmental delay and/or disabilities, and their families. We support your child to learn, develop and reach their full potential, in partnership with you.

### Mental health

The Healthy Mind Hub offers community group activities tailored to suit your needs, your strengths and your interests.

## Would you like to know more?

Call or email our team to talk about your needs.



1300 637 744 (MERRI H)



[NDIS@merrihealth.org.au](mailto:NDIS@merrihealth.org.au)

Healthcare  
that moves  
with you



## Your privacy

We keep your contact details and information about your health in your file so we can provide you the best care. We also use the information to improve our services and as required by law. We will only collect sensitive or private information if you consent and if we need it to provide a service. If you decide not to share some of your information, this is your right, but it may affect our ability to provide you with the best possible service.

Your information can be seen by the staff who work with you. We will only give your information to other services (including overseas services) if you let us, or if required by law. We are committed to protecting the privacy of your information and it is protected by law. We store your information securely and where possible, we keep it in an electronic file.

You have a right to ask for access to your information and to ask for it to be corrected. Contact our Quality and Risk Coordinator if you would like to see your file or if you are worried about the privacy of your information on 03 9389 2234. For information about our services call 1300 637 744. A copy of our privacy policy is available from our website at [www.merrihealth.org.au](http://www.merrihealth.org.au).

## Child safety

We are committed to child safety and have zero tolerance of child abuse. All allegations and safety concerns will be treated very seriously. We have a legal and moral obligation to contact authorities when worried about a child's safety, which we always follow. We aim to prevent child abuse by looking at risks early and removing or reducing these risks.

Our staff are responsible for the care and protection of children within their care at Merri Health and will report suspected child abuse. We provide training and education about child abuse risks and are committed to the cultural safety of all children, including Indigenous children, children from a culturally and/or linguistically diverse background and children with a disability. If we have concerns about abuse or neglect of clients or carers, we will follow up immediately.

## Eligibility

We may refuse to provide a service if you are not eligible for that service. We may have to cancel services in some circumstances. These include situations where distress is caused by you to other clients, staff or volunteers. You can also refuse or decide not to continue with a service, group or treatment at any time. This will not affect any services you may need in the future.

## Advocacy

You may choose to have a friend or family member with you when using our service. They can be there to support you, or if you wish, they can speak on your behalf. You can also contact other organisations for help:

- > Leadership Plus 03 9489 2999
- > Action of Disability within Ethnic Communities 03 9480 1666
- > Migrant Resource Centre 03 9496 0200
- > Elder Rights Advocacy 03 9602 3066

## Changing Lives award

Our staff work closely with clients and the community for better outcomes. Our Changing Lives Award gives clients, family members, carers or support person/s the opportunity to show their appreciation for one of our staff. This staff member may have contributed to the client's health and wellbeing goals or helped them to access their community. Awards will be granted twice a year and staff recipient will be formally recognised for their work.

You can nominate a worker by completing a nomination form. These can be found at reception or on our website by searching for 'Changing Lives Award'.

## Charter of Aged Care Rights

As of the 1 July 2019, there is a new Charter of Aged Care Rights. All aged care clients and/or their authorised person will be provided with a copy, and given a reasonable opportunity to sign it. The reason we ask that you sign the Charter rights is to acknowledge you have received and understand it. If you choose to not sign it, you can still commence or continue to receive care and services.

## Fees

Fees are charged for some services. You will be provided with information about fees when you are sent information about the service. For most services, no person will be denied access to a service if they are not able to pay or contribute to services fees. If you have any concerns about fees, speak to your care provider.