

Rights & Responsibilities

Actively participate in your health.



As a client of Nexus you have a right to:

- N** Considerate, respectful and non-discriminatory care including being treated with dignity respect by others.
- N** Have your beliefs, sexual orientation, ethnic, cultural and religious practices respected.
- N** Privacy and confidentiality.
- N** Receive clear accurate information about your health care or proposed treatment to make an informed decision.
- N** Actively participate in all of your health care decisions including refusal of assessment or treatment
- N** The name, professional status and qualification of our staff caring for you.
- N** Seek a second opinion.
- N** Refuse participation in educational or research programs, services from students, or the presence of staff not directly working with you.
- N** Have another person advocate for you if you believe this will assist you.
- N** Contact the Chief Executive Officer (CEO) if not satisfied with services.
- N** Access your client file in accordance with the Information Privacy Act (Victoria) 2000.

As a client of Nexus it is your responsibility to:

- N** Respect the privacy of others attending our service
- N** Inform Nexus staff of all relevant information relevant to your care.
- N** Attend or cancel appointments in a timely manner.
- N** Provide a safe environment for Nexus staff to visit your home if required.

You may withdraw from our service, programs or other activities at any time without affecting future services.

Nexus reserves the right to withdraw your services in certain circumstances where you may:

- N** Cause distress to staff or clients through verbal or physically abusive or offensive behaviour.
- N** Fail to attend appointments consistently.
- N** Provide an unsafe environment for home visits.

Refusal of Service Provision

Nexus may refuse services for valid reasons that will be explained to you – until resolved services will not recommence.

Appointments

It is your responsibility to:

- N** Contact us if your circumstances change affecting attendance at appointments.

- N Contact us to cancel or change an appointment - a minimum of 24 hours is requested.
- N Confirm your appointment as required in your letter, text or email.
- N Notify our staff of any changes to your personal details.

For Ongoing Appointments such as: Home Support/Delivered Meals/Property Maintenance:

If you are not home for the service and do not let us know, you will be charged in full. If an unplanned medical or hospital appointment occurs, you won't be charged. *For more information ask as about our cancellation policy.*

All third party services are charged at the full rate if you are not home for the service and adequate notice has not been given.

Family Violence (FV): Staff are aware that it may be hard to make contact to cancel an appointment. Staff will negotiate with you to make other arrangements. You will not have services declined due to circumstances beyond your control.

Providing Feedback to Nexus: (compliments/complaints/suggestions)

You are entitled to provide feedback on any aspect of the services provided either verbally or in writing, and have that feedback fully and objectively investigated

by the CEO. Feedback can be provided in hard copy or online via the feedback link.

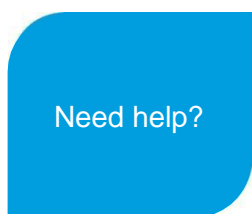
You are entitled to:

- N Fair investigation of your feedback/complaint/suggestion.
- N Continued access to services after providing feedback.
- N Request another staff member where available.

If you are not satisfied with the action taken by Nexus, you can refer the matter to:

- N The Health Services Commissioner
1800 136 066
- N Disability Services Commissioner
1800 677 342 or visit www.odsc.vic.gov.au
- N The Ombudsman
1800 806 314
- N Aged Care Quality and Safety Commission 1800 951 822
- N Mental Health Complaints Commissioner (Vic)
1800 246 054
- N Early Childhood Intervention Services <http://www.education.vic.gov.au/about/contact/Pages/complaineother.aspx>
- N [Mental Health : Statement of Rights and Responsibilities \(November 2012\)](#)
[National Standards for Mental Health Services \(September 2010\)](#)

In the event of extreme weather conditions Nexus may cancel or modify your service.



To find out more about Nexus, please contact us on:
t 1300 77 33 52
info@nexusprimaryhealth.org.au

Broadford
72 Ferguson St

Seymour
22 Callen St

Kinglake
19 Whittlesea-Kinglake Rd

Wallan
7-11 High St

PO Box 84
Broadford Victoria, 3658

t 1300 77 33 52
nexusprimaryhealth.org.au

ABN 40685 448 071

