

OUR VISION

To be the best provider of rural healthcare and education.

OUR MISSION

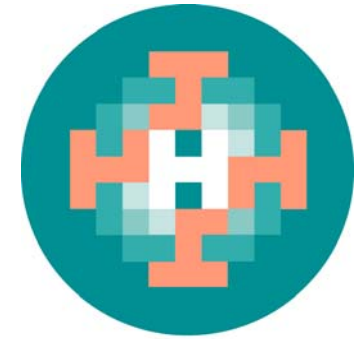
To provide coordinated services that enhance the health and well-being of the community.

STATEMENT OF VALUES

Goulburn Valley Health is committed to:

- Continual improvement
- Quality and Safety
- Equity of access
- Serving rural needs
- Responding to cultural diversity
- Integrated planning
- Financial responsibility
- Consumer participation
- Staff development

Your Rights & Responsibilities as a Client
at Goulburn Valley Health Pamphlet
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GOULBURN VALLEY
HEALTH
CARING FOR YOUR COMMUNITY

**Your Rights and
Responsibilities as a
Client of
Goulburn
Valley Health**

AS A CLIENT OF GOULBURN VALLEY HEALTH YOU CAN EXPECT:

- To be treated with respect, care, consideration and dignity at all times by everyone involved in your care.
- To give consent before treatment begins.
- To withdraw consent and refuse treatment at any time.
- To be introduced to the attending staff and be informed of the professional status of the individuals providing care.
- To have access to an accredited interpreter.
- To have the involvement of an advocate if requested.
- To have the right to seek a second opinion for treatment.
- To have clear information and explanation about your condition, and approach to treatment.

- To have information about your health managed in a way that complies with privacy and security legislation.
- To receive services in an environment that is clean, accessible, safe and secure.
- To express any grievances freely.
- To be treated with respect for cultural and personal safety.

AS A CLIENT OF GOULBURN VALLEY HEALTH YOU HAVE A RESPONSIBILITY TO:

- Provide accurate and complete information about your current medical problems, previous illness, medications, visits to hospital, allergies and other matters relating to your state of health.
- Follow instructions for your treatment.
- Advise your treating health professional if you wish to cease any recommended treatments.

- Respect the property of other clients, staff and visitors.
- Show consideration for the rights of others with respect to noise and disruption.
- Respect the cultural and personal safety of other clients, staff and visitors.

If you would like further information regarding your rights and responsibilities you can contact our Community Liaison Officer on (03) 5832 2258 or the Aboriginal Liaison Officer on (03) 5832 2450.

Further information about the **Patient Charter** is available on the Department of Human Services website at <http://patientcharter.health.vic.gov.au/>

Information about **Mental Health Patient Rights** is available in pamphlet form from Goulburn Valley Area Mental Health Service or on the Internet at: www.health.vic.gov.au/mentalhealth/patientrights/index.htm