

OTHER SERVICES PROVIDED  
BY THE WBNC

- Medical Clinic
- Teleconsults e.g. counselling, speech therapy
- Outpatients; dressings, pathology
- Nurse Practitioner
- District Nursing
- 24 hour per day Emergency Department
- Home and Community Care
- Planned Activity Group Services
- Case Management
- Health Promotion
- Gymnasium & Exercise classes
- Meals on Wheels
- Equipment Hire
- Health Assessment
- Health Education
- Child and Maternal Health
- Occupational Therapy (by appt)
- Podiatry
- Community Development
- Clinical social work
- Palliative Care

The WBNC can provide a phone  
interpreter service if necessary



**WALWA BUSH NURSING CENTRE**  
**WALWA MEDICAL CLINIC**

16-18 Main St  
PO Box 46  
Walwa, Victoria, 3709

Phone: 02 6037 1220  
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**CLIENTS RIGHTS  
AND  
RESPONSIBILITIES**

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**WALWA BUSH  
NURSING CENTRE**

**6037 1220**

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# Your rights and responsibilities

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## **The right to respect, dignity, consideration**

**for privacy:** As far as possible this health service will provide care and treatment in surroundings that allow privacy and confidentiality. Clients will be treated in courteous manner that respects individuality. Consideration and respect for clients beliefs, ethnic, cultural, and religious practices will be given at all times. Individual special dietary requirements will be taken into account.

## **The right to be assessed for access to services**

**without discrimination:** Your access to services will be decided on the basis of your assessed need. Services will be provided when you need them and as you need them, however depending upon funding, your service may not be able to be delivered through the Walwa Bush Nursing Centre (WBNC). If this is the case, the WBNC cannot guarantee access. You also have the right to request referral to another service or health practitioner at any time.

**The right to be informed:** You have a right to know which services are available so that you can make your own decisions. You have the right to request the names of key health workers involved in your care. If you need a service but cannot afford to pay for it, please let us know. Clients will not be denied a service just because they are unable to pay.

**The right to complain:** WBNC is committed to continually improve the way we provide services. We believe that complaints and feedback are an opportunity to review systems and processes to improve the quality of the services we provide. Complaints are best made to the Complaints Officer, Sandi Grieve (CEO). Suggestions for improvement are also welcome.

## **Your right to consent to treatment or services:**

As a client of the WBNC you will be encouraged to participate in the development of your own care plan. You will have care explained to you, and you will be asked to give your consent for any treatment or care to be carried out.

**Your right to refuse service:** At any time during your care at WBNC, you may request that service or treatment be discontinued, and also be discharged from our care. This can be despite the advice of medical practitioners or staff at the centre. You also have the right to refuse the presence of any health workers not directly involved in your care.

**Your right to quality care:** The WBNC is committed to maintaining the safety of its client and the standards of its care, this includes strict adherence to principles of infection control and constant review of our standards to ensure the lowest possible risk and highest possible standard of care to you. We also ensure there are processes in place to make sure our staff are appropriately qualified and experienced for the role they are undertaking.

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**Your responsibilities:** As a client of the WBNC you have a general responsibility for the outcome of your decisions and a particular responsibility to respect service providers, staff and other consumers. You have a responsibility to provide, to the best of your knowledge, accurate and complete information about matters relating to your health and to report unexpected changes in your condition to the responsible practitioner. You are responsible for reporting whether you clearly understand a potential course of action, and what is expected of you.

## **COSTS**

When you become either an outpatient or community client of the WBNC or patient of the medical clinic there may be some costs involved. Each service has different costs associated with them. You will be informed of all expected costs before commencement of service. Please speak to staff or pick up the 'costs' brochure for an explanation of the costs associated with the specific service in which you are interested.

## **PRIVACY**

Staff at WBNC acknowledge that clients using our services are entitled to privacy and confidentiality. WBNC is committed to the eleven privacy principles set out in the Health Records Act 2001. This means that any personal information or identifying material about a patient is dealt with in a confidential manner except where necessary to enable another health care worker to assist in the patient's care, or when authorised by or under a law.

You have a right to seek information that the WBNC holds about you and if necessary make corrections. The request for medical records must be made in writing and there may be a cost associated. This cost will vary depending on the effort required to access your records.

For further privacy information go to websites:

[www.legislation.vic.gov.au/](http://www.legislation.vic.gov.au/)

[www.legislation.gov.au/Details/C2014C00076](http://www.legislation.gov.au/Details/C2014C00076)

<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-second-edition-a4-accessible>

If you have any questions about your rights and responsibilities as a client of the WBNC, you are encouraged to contact the Office Manager as soon as possible on (02) 6037 1220.