




DPV
Health®

Your Healthcare
Your Way

Your Health Care Guide





This brochure has been developed to familiarise you with your rights & responsibilities, guide you in how to access the best level of care and encourage you to offer feedback that can help us improve our service and your experience.

Working together to deliver you excellent care

Your Rights

- > To be treated with dignity and respect
- > To receive care in an environment where you feel safe
- > To have your concerns addressed in a transparent and timely way
- > To receive information that is simple and transparent
- > To be confident that information about you and your healthcare is kept confidential

Your Responsibilities

- > Participate in assessment and care planning activities to help us serve you better
- > Provide correct information about yourself and your care needs
- > Act with dignity and respect towards others including other clients/patients and staff
- > Alert a DPV Health staff member of any risks to your safety or the safety of others while you are using our services
- > Be respectful of the property of other persons and of DPV Health
- > Contact us if you cannot attend an appointment
- > Inform us if you're having difficulty meeting your service fee obligations

Your Privacy and Confidentiality

DPV Health is committed to protecting the privacy of personal, sensitive and/or confidential information collected, used, stored and disclosed as a necessary part of delivering high-quality healthcare services.

This extends to electronic and hard-copy records, including e-mail, phone and verbal conversations that we may capture.

To ensure this we:

- > Advise you what information is being collected and how it will be used, only collecting information that is necessary for the provision of service & delivery of Excellent Care.
- > Ensure informed and valid consent is obtained for the collection of personal information.
- > Provide multiple options to you around the type of information you may be contacted about and frequency of contact.
- > Obtain consent where personal information might be used for purposes outside of service provision & delivery.
- > Take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

For our comprehensive Privacy & Confidentiality policy, visit dpvhealth.org.au/privacy. You can also request for a hard copy of the policy at any DPV Health site.

Fee Guidelines

As a “not for profit” community healthcare organisation, any fees received for services are redirected back into improving the services and facilities for our community and providing you with ongoing support.

For our updated Schedule of Fees visit dpvhealth.org.au or call **1300 234 263** for details.

- > DPV Health has adopted the fee structure recommended by our funding bodies, which is based on household income level. The fee you pay will depend upon your personal circumstances and whether you have a Healthcare Card or not. On some occasions, you may have to **make a small co-payment** to receive the service. The fees will be discussed with you at the time of making your appointment.
- > All clients have the **right to request a fee reduction, waiver or capping** because of individual circumstance. An Application for Fee Waiver Form must be completed for this purpose. The forms are available from reception or the staff member providing you the service.
- > A **'Failed to Attend' charge** may be issued if you do not attend your scheduled appointment or cancel your appointment with less than 24 hours' notice. Any fees associated with interpreter access may also form part of this charge.

We offer **FREE** interpreter access to all clients when needed



Onsite

If you are coming in for a face-to-face appointment at any of our sites



Over telephone or video

When you book a Telehealth appointment

We offer interpreters in over 180 different languages, including Arabic, Turkish, Italian, Macedonian, Punjabi, Hindi, and Chinese. We also provide access to Auslan interpreters.

If you need an interpreter, please let us know at the time of making an appointment.



If you need interpreter assistance to initially call DPV Health, you can contact **Translating and Interpreting Service (TIS)** on **13 14 50**.

Putting You First Always

At DPV Health, we are committed to always put you first.

We listen to your voice and work together with you to deliver quality services and programs to support you to achieve your healthcare goals. Refer to feedback form attached.

If you believe your voice is not being listened to or respected, you can speak with our team or get the help of an Advocate.

Who can I talk to at DPV Health?

- > You can speak directly with someone in your healthcare team, such as your clinician, nurse, or support worker.
- > You can call a manager if you feel a matter needs to be addressed immediately.

What will an Advocate do?

The role of an Advocate is to ensure:

- > your voice, views and experiences are heard and treated with respect
- > you receive equal and fair treatment, and your circumstances are taken into consideration, and
- > you are fully aware of your rights under current legislation and can make informed decisions based on the advice provided.

The Advocate will:

- > listen to you and your issue
- > help you to speak up or ask questions/speak on your behalf if requested
- > respect your choices and decisions, and
- > take your consent before doing anything on your behalf

There are many advocacy organisations that will be able to assist with your needs. For a list of advocacy organisations that can support and advise you, visit dpvhealth.org.au/contact-us/feedback-and-complaints.

Your Feedback

Your voice is important to us!

We are always looking for ways to better serve our community. Your feedback will help us to serve you better and constantly improve the quality of our services. Whether it's a compliment, a complaint, or a suggestion, we want to hear from you.

Share your experience with us in the following ways:



Website

Visit the feedback page at dpvhealth.org.au



In person

Directly to DPV Health Employee



Feedback form

Fill out and drop the completed form in the secure feedback box located on site



Scan

Scan the QR code to provide feedback via our online feedback portal



What happens with your feedback?

We record and review all feedback.

For compliments, we will only contact you if you have requested we do so, but will pass your compliment onto the DPV Employee.

For complaints we will acknowledge that we have received your feedback within 3 business days. We will work with you to resolve your complaint and will keep you informed during the process.

If you have requested a written response, we will respond within 30 days. Complex feedback may take longer to address. In such instances we will keep you updated during the review, as we try to resolve your identified issues.



Feedback From

Date: _____ Suburb: _____ Service used: _____

Is this a:  Compliment  Complaint  Suggestion

Are you the client who has used DPV Health services?

Yes No

If no, what is your relationship to the client?

Carer Family Other: _____

Does the client know that you are providing feedback?

Yes No Not Applicable
 Anonymous feedback

Do you identify as someone with a disability?

Yes No

If yes, would you like one of our NDIS engagement officers to contact you in regard to your feedback?

Yes No



Do you identify as Aboriginal and/or Torres Strait Islander?

Yes No Prefer not to say

If yes, are you happy for our Aboriginal Access worker to assist in managing this feedback?

Yes No



Do you identify as LGBTIQ?

Yes No Prefer not to say

If yes, would you like one of our LGBTIQ champions to contact you in regards to your feedback?

Yes No

Client details

Name: _____
Date of Birth: _____
Address: _____
Phone: _____
Email: _____

Your details (if not the client)

Name: _____
Address: _____
Phone: _____
Email: _____

Feedback/comment (please provide date of service/incident)

What would you like to happen as a result of your feedback?

Would you like to be contacted about your feedback?

Yes No

Will you need an interpreter?

 Yes No



This is a Safe Space for Everyone.

DPV Health is an inclusive organisation that celebrates the diversity of all people within our communities.

We are passionate about helping to support people to lead happy, healthy lives. We are dedicated to working with the Aboriginal and Torres Strait Islander, Disability, LGBTIQ, and newly arrived communities.

Everyone deserves to feel safe, respected and valued during their interaction with DPV Health services.

DPV Health commits to ZERO tolerance of:

- > Any form of intimidating or anti-social behaviour
- > Any form of aggression, abuse, violence or neglect
- > Any form of child abuse or neglect
- > Any form of family violence
- > Any form of discrimination on the basis of race, gender, sexuality, age, ability, religion, political opinion, relationship status or family responsibility
- > Any form of bullying or harassment

 1300 234 263

 dpvhealth.org.au

 info@dpvhealth.org.au



DPV Health acknowledges the traditional Custodians, Elders and Lands of the Wurundjeri people. DPV Health is committed to the Victorian Child Safe Standards in policy and in practice, to promote and protect the best interests of all children involved in our services.