



# GUIDELINES FOR CONSUMERS

**EMPOWERING YOU TO MAKE CHOICES AND DECISIONS ABOUT YOUR HEALTH**



## **YOUR HEALTH. YOUR CHOICE.**

**At Otway Health, we empower you to make your own choices and decisions about your health care and treatment.**

We aim to reduce the need for inpatient services by providing services, where possible, in clients' homes or in community settings to reduce the reliance on bed based services.

Our staff will help you participate in your own health needs by providing you with information that will enable you to make informed choices and decisions about the way you receive care and treatment at Otway Health.

Decisions about your health are yours to make. We can provide advice and recommendations to you, but it is always your choice in the care and treatment you will accept.

## **GUIDELINES FOR CONSUMERS**

Otway Health has developed the following guidelines to encourage you to participate in decision making processes about the care and treatment you receive from us. You decide what level of participation you want and we respect your choices and decisions.

### **Making sure you are understood**

When you have explained your health or service requirement to a staff member at Otway Health, always ask them to repeat back to you what they understand your health or service requirements to be.

Tell the person what you expect, as this will enable them to fully understand your situation. This is the beginning of a partnership between you and our staff.

### **Who else should be involved?**

In some circumstances other people such as your family or friends will be able to assist you with your care or treatment. Some of the choices that might be available to you could have a significant impact on them. You may want to have family, friends or an advocate involved in discussions with yourself and our staff.

### **Discuss your options**

When staff give advice or make recommendations to you about your health, it is important that you repeat back to them what your understanding is of these options, and ask them to explain more if you do not understand any part of your health care or treatment.

### **Be clear about your expectations**

It always helps to be clear about what it is that you want to achieve, or what you are hoping for by seeking assistance. If you are unsure, please ask our staff.

### **Exploring your options**

If a staff member has told you about the options available for your care or treatment and you feel that none of these options is right for you, ask the staff member to further investigate any other options that could be available.

## Seek clarification if you don't understand

Never be afraid to ask questions whenever you do not understand something. You may want to write down your questions as you think of them so that you are prepared when you make your next visit. If you have a question that is important to your peace of mind, please make contact with Otway Health by phoning us on (03) 5237 8500. **Successful treatment and care relies on you being well informed.**

## Take your time

Never feel rushed into making a decision. Tell the staff member or medical practitioner if you require more time to consider your options or choices.

## Accepting responsibility

When you and Otway Health staff decide on a definite course of action, ensure that you fully understand the responsibility involved. A Care Plan will be developed in consultation with you as an active partner in your care or treatment. Always seek clarification for anything that you do not understand.

## Explain your feelings

If at anytime you feel as though you are being given more responsibility for decision making than you require, please tell our staff.

## Refusal of service

If you refuse services it will not prejudice future access to Otway Health services.

## Privacy

Otway Health respects and protects the privacy of all consumers. Otway Health is required by law to protect personal and confidential information such as information relating to your health and other personal details.

## Leaving feedback

Otway Health welcomes comments, suggestions and feedback from consumers and any member of the community on any aspect of our services, programs and activities. Please contact our Reception Team or visit the Contact page on our website to leave your feedback.

[www.otwayhealth.org.au/contact](http://www.otwayhealth.org.au/contact)

## About Otway Health

Otway Health is located in Apollo Bay – a small coastal town in the southwest region of Victoria, nestled among the serene Otway Ranges and the spectacular Great Ocean Road.

We provide a wide range of health and community services to the 2,815 residents that live in our catchment area – stretching from Lavers Hill to Wye River, and during peak periods of tourism we service over 20,000 clients.

We are a Multi Purpose Service (MPS) with funding arrangements consisting of Commonwealth and State Aged Care, as well as Victorian Department of Health and Human Services funding.

Through our Board, Otway Health is accountable to the Commonwealth Government and the Victorian State Government for the efficiency and integrity of operations and the quality of services provided. At a local level, these funding arrangements facilitate a greater degree of flexibility to an MPS, allowing a range of services that respond to the needs of our community.

## Our vision

To achieve a healthy, safe and secure community.

## Our mission

To enable people in our region to optimise their wellbeing through providing access to health and community services.

## Contact us

Customer Service Hours:	Monday – Thursday 9.00am – 5.00pm
	Friday 9.00am – 4.00pm
Phone:	(03) 5237 8500
Email:	<a href="mailto:otwayhealth@swarh.vic.gov.au">otwayhealth@swarh.vic.gov.au</a>
Website:	<a href="http://www.otwayhealth.org.au">www.otwayhealth.org.au</a>
Mail/Location:	PO Box 84 75 McLachlan Street Apollo Bay VIC 3233



Interpreter services available.



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