

ABOUT MARATHON HEALTH

Marathon Health is a non-profit, charity organisation that delivers health services to regional Australia.

Marathon Health is focusing on core areas of health and wellbeing including:

- Aboriginal Health including Care Coordination and Supplementary Services, Closing The Gap – Improving Indigenous Access to Mainstream Primary Care, and Coonamble Family Wellbeing Program
- After Hours GP clinics at Bathurst and Dubbo Base Hospitals
- Allied and Primary Health Care services such as Dietetics, Diabetes Education, Speech Pathology, Primary Health Care Nursing, Occupational Therapy, Podiatry and Allied Health Assistance.
- Disability Service such as the Stronger Together 2 program (ST2)
- Mental Health services such as Access to Allied Psychological Services, Mental Health Services in Rural and Remote Areas, Partners in Recovery and headspace
- Specialist services through the Rural Health Outreach Fund, Healthy Ears, Better Hearing, Bettering Listening, and the Indigenous Chronic Disease Program such as Coonamble, Dubbo, Kelso and Wellington Clinics



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www.marathonhealth.com.au

ABN: 86 154 318 975



PRIVACY, CONFIDENTIALITY & YOUR RIGHTS



What is privacy and confidentiality?

In Australia, **laws protect clients' rights** to have the information they share with Doctors and health care workers kept private.

These laws mean that what you tell people during a health care appointment must remain private between you and that person or service, except in particular situations.

Personal information may be provided to government agencies, other organisations or individuals only if:

- You have consented.
- It is required or authorised by law.
- It will prevent or lessen a serious and imminent threat to somebody's life or health.

If you have any questions about confidentiality, please contact Marathon Health on (02) 6333 2800.

What if I have a complaint, compliment or concern?

If you have any feedback or are unhappy with any aspect of the care you receive, please talk to the worker who provided the service, if possible, or contact a member of the Management team from Marathon Health on (02) 6333 2800.

Alternatively, you can complete the complaint form found on the Marathon Health website: www.marathonhealth.com.au.

We believe that we can work with you to resolve most issues you may have with the service, however, if there is a problem that you wish to take outside the organisation, you may prefer to contact the:

Health Care Complaints Commission on
(02) 1800 043 159

What are my rights and responsibilities?

As a client, you have the right to:

- Be treated in a respectful, professional, courteous, and caring manner
- Be provided service in a safe environment.
- Expect personal privacy will be respected and your confidentiality protected.
- Expect adequate information regarding all aspects of services provided or treatment available, so you can make the best and most informed choices regarding you or your child's health care.
- Consent to or refuse to participate in educational or research programs, including treatment by students & consent or refuse any treatment.
- Have our clinicians discuss all aspects of treatment and will offer alternatives should you wish to seek another option or opinion.
- Decide who will be present at a consultation, (parent or carer, advocate, interpreter, student).
- Receive prompt service—if a session time needs to be changed every attempt will be made to contact you.
- Request a different service provider.
- Participate in decision making about your care.
- Make a complaint about the service or treatment received and expect it will be investigated appropriately and confidentially & not be disadvantaged in receiving continuing service.
- Request a copy of your records in accordance with the Privacy Act, and Freedom of Information Act.

As a client, it is your responsibility to:

- Attend all allocated appointments, or provide at least 24 hours cancellation notice.
- Maintain confidentiality regarding information about other participants in groups or programs conducted by our organisation.
- Ask for more information or clarification if you are unsure about the information or treatment given to you.
- Provide accurate information about yourself in order to receive the best care.
- Treat staff in respectful manner

If you are in a crisis please call the following numbers

Emergency: 000

Mental Health Line: 1800 011 511

Kids Help Line: 1800 551 800

Life line: 13 11 14

Parent Line: 1300 130 052

For further information please contact Marathon Health on (02) 6333 2800.

