

## About Marathon Health

Marathon Health is a not-for-profit, registered charity with a vision of enabling communities to thrive through improved health and wellbeing.

We deliver services from our hubs in Albury, Bathurst, Canberra, Dubbo, Orange, Queanbeyan and Wagga.

We're one of the largest providers of headspace services in Australia and the largest non-government employer of allied health professionals in regional NSW.

We're passionate advocates for equal access to quality health services for people wherever they choose to live.

Find out more about us at [marathonhealth.com.au](http://marathonhealth.com.au)

## If you are in a crisis please call:

Mental Health Line NSW: **1800 011 511**

Mental Health Line ACT: **1800 629 354**

Lifeline: **13 11 14**

Suicide Call Back Service: **1300 659 467**

Kids Helpline: **1800 55 1800**

Beyond Blue: **1300 224 636**

MensLine Australia: **1300 789 978**

NSW Rape Crisis: **1800 424 017**

Open Arms - Veterans & Families  
Counselling: **1800 011 046**

Emergency: **Triple Zero (000)**

Call **1300 402 585**  
our visit  
**marathonhealth.com.au**

Northpoint Tower, Level 2, 366 Griffith Road  
PO Box 349 | Lavington NSW 2641  
**02 6022 6800**

102 Keppel Street  
PO Box 175 | Bathurst NSW 2795  
**02 6333 2800**

Unit 4/1-3 Torrens Street  
Braddon ACT 2612  
**02 5109 9750**

106 Talbragar Street  
PO Box 1834 | Dubbo NSW 2800  
**02 6826 5200**

Suite 2/32 Kincaid Street  
PO Box 138 | Wagga Wagga NSW 2650  
**02 6937 2000**

**marathon**  
**health**  
Better healthcare, closer to home



**Marathon Health** is a not-for-profit, registered charity delivering high quality health and wellbeing services to people wherever they choose to live.

**ABN 86 154 318 975**

**marathon**  
**health**  
Better healthcare, closer to home

**Privacy,  
confidentiality  
and your rights**

**1300 402 585**  
**marathonhealth.com.au**

## What is privacy and confidentiality?

In Australia, **laws protect client's rights** to have 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 us on **1300 402 585**.

## 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 or contact a member of the management team on **1300 402 585**.

Alternatively, you can complete our online complaint form found at **[marathonhealth.com.au/feedback](https://marathonhealth.com.au/feedback)**

We believe we can work with you to resolve most concerns, however, if there is a problem you wish to take outside the organisation, you may prefer to contact the Health Care Complaints Commission on **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 services 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 your or your child's health care.
- Consent to or refuse to participate in educational or research programs, including treatment by students and consent to or refuse any treatment.
- Have our clinicians discuss all aspects of treatment and 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, and not be disadvantaged in receiving continuing service.
- Request a copy of your records in accordance with the Privacy Act (1988) and Freedom of Information Act (1982).

### As a client, you have the 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 a respectful manner.