

About Marathon Health

Marathon Health is a not-for-profit, registered charity with a vision of empowering communities to thrive through equitable health and wellbeing. We deliver services from our hubs in Albury, Bathurst, 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

If you are in a crisis please use the following support options:

If a life is in danger dial Triple Zero (000) immediately.

- Mental Health Line NSW: **1800 011 511**
- 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**
- Open Arms - Veterans and Families Counselling: **1800 011 046**
- Victoria's Mental Health Services: health.vic.gov.au/mental-health/about-victorias-mental-health-services
- 1800Respect National Domestic Family and Sexual Violence Counselling Service **1800respect.org.au**

For more information:

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

Albury

PO Box 349 | Lavington NSW 2641

Bathurst

PO Box 175 | Bathurst NSW 2795

Dubbo

PO Box 1834 | Dubbo NSW 2800

Wagga Wagga

PO Box 138 | Wagga Wagga NSW 2650



**Privacy,
confidentiality,
your rights and
responsibilities**



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**

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 healthcare workers kept private.

These laws mean that what you tell people during a healthcare 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 our management team on **1300 402 585**.

Alternatively, you can complete our online feedback form found at 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:

- Health Care Complaints Commission NSW on **1800 043 159 hccc.nsw.gov.au**
- Health Complaints Commission Vic on **1300 582 113 hcc.vic.gov.au**
- NDIS Quality and Safeguards Commission on **1800 035 544 ndiscommission.gov.au**

What are my rights and responsibilities?

As a client, you have the right to:

- Be treated in a respectful, professional, courteous, and caring manner.
- Request a staff member of a particular gender. We will accommodate wherever possible.
- Have access to culturally safe services with translation and interpreter supports if required.
- 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 healthcare.
- 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 (eg 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 via the program you have been engaged with in accordance with the Privacy Act (1988) – for state specific privacy regulations, check your state government's website.

As a client, you have the responsibility to:

- Attend all allocated appointments, or provide at least 48 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.
- Ensure timely payment of invoices if participating in a program with a fee attached.
- Treat Marathon Health staff in a respectful manner, free of abuse, aggression or threats.

Marathon Health has a zero tolerance of violence policy. Failure to adhere to your client responsibilities may result in us ceasing service provision.