

About Marathon Health

We're a health charity based in rural Australia, for rural Australians. We believe everyone should be able to get quality healthcare, no matter where they live.

From our hubs in Albury, Bathurst, Dubbo, Orange, Queanbeyan and Wagga Wagga, we work with communities to deliver services that are evidence based, person-centred, culturally safe and inclusive.

We are also one of Australia's largest providers of headspace services, supporting young people's mental health and wellbeing.

If you need help in crisis

If a life is in danger, call **Triple Zero (000)** straight away.

You can also contact:

- Mental Health Line NSW: **1800 011 511**
- Lifeline: **13 11 14**
- 13YARN: **13 92 76**
- 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**
- 1800Respect National Domestic Family and Sexual Violence Counselling Service: **1800respect.org.au**



Find out more

 **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



Registered NDIS Provider



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



Privacy, confidentiality, your rights and responsibilities

Learn how we protect your personal and health information

 **1300 402 585**

 **marathonhealth.com.au**

What is privacy and confidentiality?

Privacy and confidentiality mean we protect your personal and health information.

In Australia, privacy laws help keep your information private. This means what you tell us during your care must stay between you and the person or service supporting you, unless there is a reason we are allowed or required to share it.

We may only share your personal information if:

- You say we can
- The law says we must
- We need to help prevent a serious risk to someone's life, health or safety

If you have questions about privacy or confidentiality, call us on 1300 402 585.

Feedback, complaints and concerns

We welcome feedback, compliments and complaints. If you are unhappy with any part of your care, you can talk to the clinical staff member who supported you.

You can also contact a member of our management team on 1300 402 585 or complete our online feedback form marathonhealth.com.au/feedback

We will do our best to resolve your concern with you.

If you want to speak to someone outside Marathon Health, you can contact:

Health Care Complaints Commission NSW:

📞 1800 043 159 🌐 hccc.nsw.gov.au

Health Complaints Commission Victoria:

📞 1300 582 113 🌐 hcc.vic.gov.au

NDIS Quality and Safeguards Commission:

📞 1800 035 544 🌐 ndiscommission.gov.au

Your rights

When you use our services, you have the right to:

- Be treated with respect, care and kindness.
- Receive services in a safe environment.
- Have your privacy respected and your personal information protected.
- Ask for a staff member of your preferred gender, where possible.
- Receive culturally safe services.
- Ask for translation or interpreter support if you need it.
- Get clear information about your service, treatment and care options.
- Get the information you need to make choices about your care, or your child's care.
- Say yes or no to treatment.
- Say yes or no to taking part in research, education programs or treatment by students.
- Talk with our staff about your treatment and other options.
- Seek another opinion if you want one.
- Choose who is with you during your appointment, such as a parent, carer, advocate or interpreter.
- Be contacted if your appointment time needs to change.
- Ask for a different service provider.
- Be involved in decisions about your care.
- Make a complaint or give feedback about your service or treatment.
- Have your complaint managed fairly, privately and respectfully.
- Keep receiving care without being treated differently because you made a complaint.
- Ask for a copy of your health records through the program you are using.
- Be told about any expected internet or mobile data use before using virtual care or telehealth services, where this applies.



Your responsibilities

When you use our services, we ask you to:

- Come to your appointments on time when you can.
- Please tell us at least 48 hours before if you need to cancel an appointment.
- Keep other people's information private if you are part of a group or program.
- Ask questions if you do not understand something.
- Give us accurate information so we can provide the best care.
- Pay invoices on time if your program has a fee.
- Treat staff with respect, dignity and kindness.

Marathon Health does not tolerate abuse, aggression, threats or violence. If this happens, you will be asked to leave and we may need to stop providing services to keep everyone safe.