South Coast Medical Service Aboriginal Corporation

Rights & Responsibilities

At SCMSAC we would like you to:

- ✓ Be well informed about services available in our organisation.
- ✓ Keep appointments, or inform those concerned if you are unable to attend.
- ✓ Be responsible for the decisions you make while we assist you.
- ✓ Conduct yourself in an appropriate way so not to interfere with the wellbeing or rights of staff and other clients.
- ✓ Let us know if you are not happy with the service you receive.
- ✓ Provide us with feedback, positive and negative.
- ✓ Provide a smoke free environment for workers making home visits.
- ✓ Feel your information is secure with us.

These responsibilities assist us in further planning services to meet your needs.

Your rights include:

- To receive a service based on your individual needs that is culturally safe and respectful.
- To receive a courteous, honest and punctual service.
- Consultation about referral to other health and welfare services in the community.
- Respect of your privacy and confidentiality.
- To be informed of the types of personal information SCMSAC holds about you, and the reasons for holding this information.
- The option to view your relevant confidential records upon request.
- Prompt responses to enquiries.
- Have an advocate tell us what you want.

We keep all records and personal information in line with confidentiality privacy laws and legislation.

20240820 | PUB-00-HR-Rights & Responsibilities

OUR LOCATIONS

Health & Wellbeing

Jane Ardler Centre
51-53 Berry St
Nowra, NSW 2541

Kinghorne St Office
L1 & L2, 61 Kinghorne St
Nowra, NSW 2540

Falls Creek Office
12 Comberton Grange Rd
Falls Creek, NSW 2540

Jerrinja Clinic
Orsova Parade,
Orient Point, NSW 2540

Child & Family Services

Kinghorne St Office
L1 & L2, 61 Kinghorne St
Nowra, NSW 2540

Wollongong Office
S1, 106 Market St
Wollongong, NSW 2500

Batemans Bay Office
30c Orient St
Batemans Bay, NSW 2536

Goulburn Office
79 Auburn St
Goulburn, NSW 2580

Complaints can be made to: ***Health Services Commission Phone: 1800 043 159*** *toll free*

Alternatively, to give feedback or make a complaint directly to us, you can visit our website:
www.southcoastams.org.au/forms/lodge-a-complaint *or* ***www.southcoastams.org.au/contact***

1800 215 099 or (02) 4448 0200
ICN 182 / ABN 46 897 866 758
www.southcoastams.org.au

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