



You have the right to comment about your healthcare.

If you have a comment or complaint about our service:

- Talk to the person in charge or any health worker at the time of the problem
- You can write, phone or see the person in charge at any time during your care or afterwards
- If you are not satisfied with the results of your complaint you can contact the Chief Executive Officer (the phone number and website address of the hospital is provided on the back cover of this package)
- If you have not been able to resolve the problem, you can contact the appropriate State, Territory or Federal agency such as Health Care Complaints Unit, Ombudsman, State Health Departments

Be assured that:

- LCM Health Care wants to resolve your concerns to your satisfaction
- You can expect any complaint to be dealt with quickly and fairly
- Your complaint will not adversely affect the service you receive
- Your complaint will be handled with complete confidentiality

Our Mission: To bring the healing ministry of Jesus to those who are sick, dying and in need through ‘being for others’:

- In the Spirit of Mary standing by her Son on Calvary,
- Through the provision of quality, responsive and compassionate health, community and aged care services based on Gospel values, and
- In celebration of the rich heritage and story of the Sisters of the Little Company of Mary.



Rights & Responsibilities

of the person receiving care

Calvary Health Care ACT
Bruce Campus
Public Hospital
Ph: 02 6201 6111
www.calvary-act.com.au
Private Hospital
Ph: 02 6201 6111
www.calvaryactprivate.org.au

Clare Holland House (ACT)
Ph: 02 6273 0336
www.clarehollandhouse.com.au

Calvary John James Hospital
Ph: 02 6281 8100
www.calvaryjohnjames.com.au

Calvary North Adelaide Hospital
Mary Potter Hospice
Ph: 08 8239 9100
www.calvarynorthadelaide.org.au

Calvary Wakefield Hospital
Ph: 08 8405 3333
www.calvarywakefield.org.au

Calvary Rehabilitation Hospital
Ph: 08 8168 5700
www.calvaryrehabsa.org.au

Calvary Central Districts Hospital
Ph: 08 8250 4111
www.calvarycentraldistricts.org.au

Calvary Health Care Bethlehem
Ph: 03 9596 2853
www.bethlehem.org.au

Calvary Health Care Riverina
Ph: 02 6925 3055
www.riverina.org.au

Calvary Health Care Sydney
Ph: 02 9553 3111
www.calvary-sydney.org.au

Calvary Mater Newcastle
Ph: 02 4921 1211
www.calvarymater.org.au

Calvary Lenah Valley Hobart
Ph: 03 6278 5333
www.calvarylenahvalley.org.au

Calvary St Johns Hobart
Ph: 03 6223 7444
www.calvarystjohns.org.au

Calvary St Luke's Launceston
Ph: 03 6335 3333
www.calvarystlukes.org.au

Calvary St Vincent's Launceston
Ph: 03 6332 4999
www.calvarystvincents.org.au

Calvary Retirement Community Ryde
Ph: 02 8878 1400
www.calvarryde.org.au

Calvary Retirement Community Canberra
Ph: 02 6264 7400
www.calvary-canberra.org.au

Calvary Silver Circle
(Calvary Home Care Services)
Ph: 03 9577 3333
www.calvarysilvercircle.org.au

Calvary Retirement Community Cessnock
Ph: 02 4993 9000
www.calvarycessnock.org.au

National Office
Little Company of Mary Health Care
Phone: 02 9258 1700
www.calvarycare.org.au

As a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve:

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



Through the values of Little Company of Mary Health Care of hospitality, healing, stewardship and respect, the management and staff support the Australian Charter of Healthcare Rights developed by Australian Commission on Safety and Quality in Healthcare.

The Charter describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing healthcare to share an understanding of the rights of people receiving healthcare. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

What can I expect from the LCM Health Care system?



What can the LCM Health Care system expect from you?



My rights

What this means

Access

I have a right to healthcare

I can access services to address my healthcare needs

Safety

I have a right to receive safe and high quality care

I receive safe and high quality health services, provided with professional care, skill and competence

Respect

I have a right to be shown respect, dignity and consideration

The care provided shows respect to me and my culture, beliefs, values and personal characteristics

Communication

I have a right to be informed about services, treatment, options and costs in a clear and open way

I receive open, timely and appropriate communication about my healthcare in a way I can understand

Participation

I have a right to be included in decisions and choices about my care

I may join in making decisions and choices about my care and about health service planning

Privacy

I have a right to privacy and confidentiality of my personal information

My personal privacy is maintained and proper handling of my personal health and other information is assured

Comment

I have a right to comment on my care and to have my concerns addressed

I can comment on or complain about my care and have my concerns dealt with properly and promptly

My responsibilities

What this means

Honesty and openness

I have a responsibility to answer questions about my health openly and completely

I will disclose all information about my health

Compliance

I have a responsibility to comply with prescribed treatments or to inform my health carers if I do not intend to do so

If I wish to refuse treatment I will discuss with my health carers

Respect

I have a responsibility to show respect to my health carers

I will be courteous, considerate and respectful towards others

