

All Consumers are entitled to:

- ◆ The right to respect for their individual human worth, dignity and privacy.
- ◆ The right to be assessed for access and referred to services without discrimination.
- ◆ The right to be informed about their continued health care options and services available.
- ◆ The right to choose from available alternatives.
- ◆ The right to give or withhold consent for any treatment and participate in research projects.
- ◆ The right to pursue any complaint about service provision without retribution.
- ◆ The right to involve an advocate of their choice.
- ◆ The right to request an alternative care giver.

Consumer responsibilities:

- ◆ To respect the human worth and dignity of the Elsie Bennett Day Centre and other clients.
- ◆ To give accurate and complete information about current health concerns and assist in health care planning.
- ◆ To follow health care plans that have been jointly formulated between staff member and client.
- ◆ To be actively involved in their own rehabilitation and to gain as much independent functioning as possible.
- ◆ To question if there are problems, or if they do not understand care processes.
- ◆ Inform the Edenhope & District Memorial Hospital Day Centre if they are unable to keep their appointment, change of address or any problems with service provision.

Home & Community Care (HACC)

The Edenhope & District Memorial Hospital HACC services will ensure that clients who refuse or have been refused a service are not disadvantaged in accessing services in the future.

HACC Data Set Confidentiality Statement

Please note that Edenhope and District Memorial Hospital Day Centre may release information about HACC consumers (without identifying you by full name or address) to HACC and to the National or State Data Repository. This will enable the collection of information about HACC services and their consumers. The information will be kept confidential. This information is to be used for statistical purposes only and will not be used to affect your entitlements to, or your access to, services. This statement concerns the HACC MDS data collected and transmitted to the National or State Data Repository.

Consumer information will not be given to other EDMH departments or other organisations without prior consent from consumer or their advocate or legal guardian.

(Reference: HACC Assessment Summary & Action Plan)



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Edenhope & District Memorial Hospital
128-134 Elizabeth Street
(PO Box 75)
Phone: (03) 5585 9800
Fax: (03) 5585 9891
Email: info@edmh.org.au
Rev: 3
Next Review: August 2017



**DAY
CENTRE**

OUR MISSION

*To competently care for our community
with best practice health services.*

*To model best practice rural health care
in Australia from a robust foundation
primed for growth.*

*To embrace innovation in all aspects of
our work.*

EDENHOPE & DISTRICT MEMORIAL HOSPITAL

What is the Edenhope Adult Day Centre?

Day Centre is where individuals from Edenhope and surrounding rural communities can come to participate in social and recreational activities.

Where is it?

Day Centre is located in the Elsie Bennett Community Centre on Lake Street, behind the Hospital.

Hours of Operation

Monday to Friday
8.00am - 4.30pm

What's on?

Chair based exercises, individual activity, group activity, bus trips, involvement in community events, wood workshop.

Referrals

Any of the following people or services can refer to Day Centre.

Self, family, friends, Medical Practitioner, Community Nurse, Community Health Nurse, Hospital, Government and non-government community/health services or aged care facility.



HACC Target Group

- Older and frail persons .
- Older and frail persons with moderate, severe or profound disabilities.
- Younger persons with moderate, severe or profound disabilities.
- Carers of points a, b and/or c.

Cost

\$7.00 per day (includes lunch)
\$2.00 per day (without lunch)

Transport

Transport may be provided from home to Day Centre and return. No additional charges apply.

Staff responsibilities:

- ◆ Staff members are committed to the concept of consumer rights.
- ◆ Staff members are responsible for maintaining a high standard of care and to maintain an effective knowledge base.
- ◆ Staff members are responsible for recognising his/her own professional limitations and referring to other health professionals as required.
- ◆ Staff members are accountable for the care he/she plans and delivers and is fully aware of his/her legal responsibilities.
- ◆ Staff members are respectful of the consumer's right to privacy and to be treated with dignity at all times. He/she must also treat with due respect, all confidential aspects of the consumer's care.

Feedback Form on Services at EDMH

Please take the time to use this form to help us improve our services.

Is the information in this flyer adequate?

- Yes
 No
 If No, why.....

Are there any other services you would like to see offered at Edenhope Adult Day Centre?

- Yes
 No

Comments:

Name

Address

Phone

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