

Your rights and responsibilities

You have the right to:

- Respectful, safe and quality care from our service that accepts you regardless of your social status, gender identity, race, sexual orientation, religion, political belief, mental illness or any access needs
- Be given good information and make decisions about your care
- Give suggestions or make a complaint without any negative effects to your care
- Privacy of your information
- Bring a support person (advocate) to help you, such as a friend, family member or independent person
- Use an interpreter if you use another language
- Tell us if you identify as Aboriginal or Torres Strait Islander

You are responsible for:

- Showing respect for all other people and property at our service regardless of social status, gender identity, race, sexual orientation, religion, political belief, mental illness or any access needs
- Giving us true information so we can help you
- Respecting the privacy of other people including information discussed in group programs
- Acting in a way that will mean you and other people are safe when visiting us or when you are with our staff
- Letting us know if you cannot make an appointment (at least 24 hours notice)

Holstep Health contacts:

(03) 9450 2000 Greensborough
Enquiries and feedback West Heidelberg

1300 637 744 Enquiries
(03) 9389 2234 Feedback

Brunswick	Pentridge
Brunswick West	Preston
Coburg	Vic Place
Fawkner	Wangaratta
Glenroy	

Visit holstephealth.org.au

Other contacts:

My Aged Care
(First point of contact for aged care services)
1800 200 422

Carer Gateway
1800 422 737

Brunswick Community Medical Centre
1300 056 300

West Heidelberg Community Legal
(03) 9450 2002

Banyule Community Health and Merri Health are now



Holstep Health
Community care. For life.

Published March 2025.
Supported by the Australian Government Department of Social Services. Supported by the State Government.



Privacy and feedback

Your rights, privacy and feedback





Holstep Health is the new name for Banyule Community Health and Merri Health providing the same expert friendly care, at the same locations you enjoy now.

Your feedback and complaints

We welcome and value all feedback and complaints because it helps us understand how we can improve our service. We will respond to all feedback and complaints as soon as possible and we will respect your privacy.

You can:

- Speak to a staff member
- Fill in a form when you visit
- Call our Complaints Officer on 03 9389 2234
- Send us feedback via our website

If you are not happy with the outcome you can contact the relevant commissioner:

- Health Complaints Commissioner
1300 582 113
- Mental Health Wellbeing Commission
1800 246 054
- Aged Care Complaints Commissioner
1800 951 822
- NDIS Quality and Safeguard Commission
1800 035 544

Child safety

We are committed to child safety with zero tolerance for abuse. All allegations and concerns are taken seriously, and we always fulfill our legal and moral duty to report safety risks.

We work to prevent abuse by identifying and reducing risks early, to ensure cultural safety and care for all children.

Your privacy

We keep your contact and health details to provide the best care, improve services, and meet legal requirements. We only collect sensitive information with your consent if needed for your care. You can choose not to share some details, but this may affect our service.

Your information is seen by staff working with you and only shared with other services if you allow it or if required by law. We protect your privacy, storing information securely, mostly in electronic files.

You can request access to or correction of your information. Contact our Quality Team at 03 9389 2234.

Visit www.holstephealth.org.au to view our privacy policy

Eligibility

We may refuse a service if you're not eligible or cancel it in certain cases, such as causing distress to clients, staff, or volunteers. You can stop a service anytime without affecting future support.

Advocacy

You may choose to have a friend of family member with you when using our service. They can be there to support you, or if you wish, they can speak on your behalf.

You can also contact other organisations for help:

- Leadership Plus 03 9489 2999
- ADEC 03 9480 7000
- Spectrum MRC 03 9977 9000
- Elder Rights Advocacy 03 9602 3066

Charter of Aged Care Rights

All aged care clients or their authorised person will receive a copy and have a chance to sign it. Signing confirms you've received and understand it, but care and services won't be affected if you choose not to sign.

Fees

Fees are charged for some services. You will receive fee details with your service information. Most services are still available if you are not able to pay or contribute to services fees. Talk to your care provider if you have concerns.

