

Merri Health and you.



Easy English 2017



Merri Health
Healthcare that moves with you

About this book

This book is about



- Merri Health

and



- you.

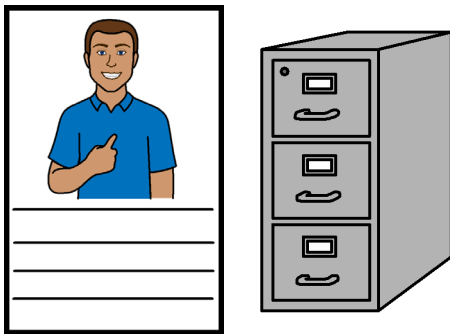
This book has 4 parts



Part 1 is about **your rights** and **responsibilities**.

Your rights is about what Merri Health must do for you.

Your responsibilities is about what you must do for Merri Health.



Part 2 is about **privacy**.

This is about your information.



Part 3 is about **feedback** and **complaints**.

This means you can tell us what you think.



Part 4 is about **fees**. This is about how much you pay.



1 Your rights and responsibilities

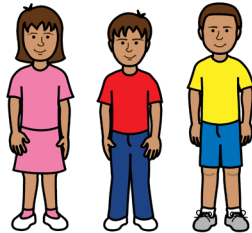
What Merri Health will do for you



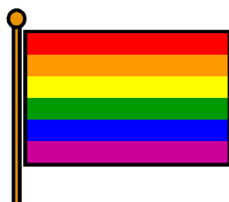
We will care for you

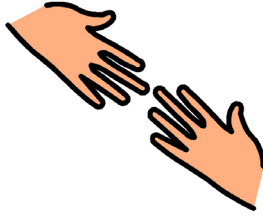
We care for **all** people.

For example, people who



- are older
- are Aboriginal
- are gay
- are lesbian
- are bisexual
- are transgender
- are intersex
- have a disability
- speak a different language.





If we are worried about

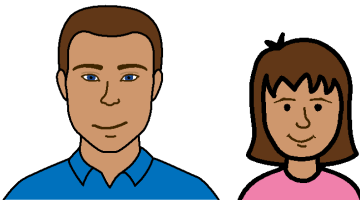
- you
- your family
- your carer
- your children
- your partner

we will help.

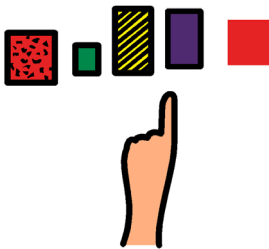


You will get

- good care
- and**
- good information.



You will be safe.



You can make choices about your care.



You can tell us what you think.

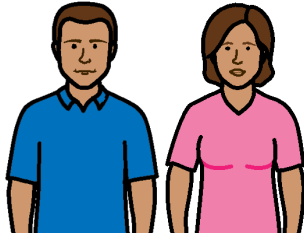
You can say you are happy.

This is good **feedback**.

You can say you are **not** happy.

This is a **complaint**.

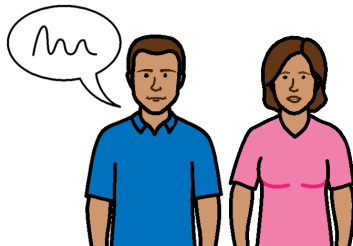
See pages 14 and 15 for more about
feedback and complaints.



You can have a support person

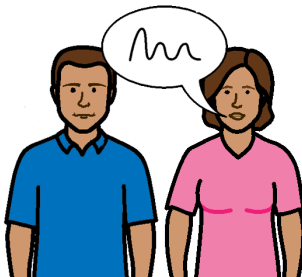
You can bring a support person to Merri Health. For example,

- a friend
- a family member.

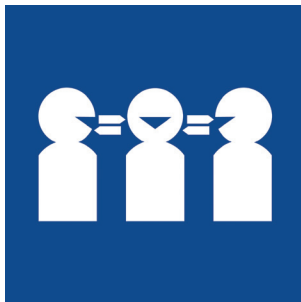


Your support person can be with you when you talk.

or



Your support person can talk for you.

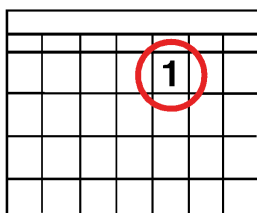


You can have an **interpreter**.

An interpreter is a person who changes your message from one language to another.

For example,

- Auslan to spoken English
- English to Chinese.



Tell us you need an interpreter when you make an appointment.



You can ask a person from another organisation to help you. For example, a person from



Leadership Plus
03 9489 2999



Action of Disability within Ethnic Communities
03 9480 1666

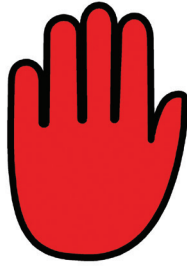


Migrant Resource Centre
03 9496 0200



Elder Rights Advocacy
03 9602 3066

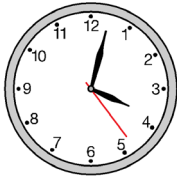
You can change your mind



You can stop going to

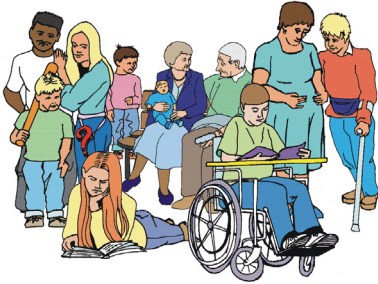
- a service
- a group.

That is okay.



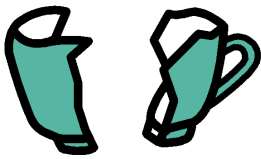
You can still go to a service or group later.

What you should do for Merri Health



You should be nice to **all** people at Merri Health. For example,

- clients
- staff
- therapists
- group leaders
- other visitors.



You must **not** break or destroy anything at Merri Health.

For example, throw a mug.



You must **not** make problems for other people at Merri Health.

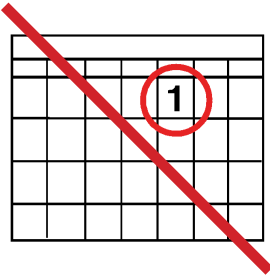
For example, yell or hit someone.



If you make problems for other people, we might cancel your service.

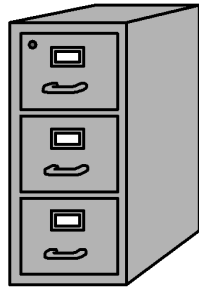
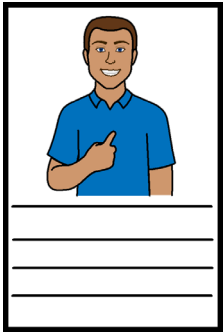
This means you will **not** go to Merri Health anymore.

Appointments



You must tell us if you will **not** go to your appointment.

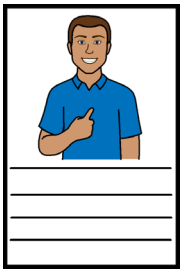
You **must** tell us the day **before** the appointment.



2 Privacy

Sometimes we will ask for information about

- you
- your life
- your health.



You can choose

- Yes. I will give my information.

or

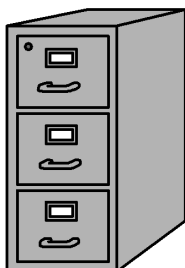


- No. I will **not** give my information.

We need your information to care for you.



You must give us information that is true.



We will keep your information in a safe place.

The law says we **must** keep your information in a safe place.



Who can see your information?

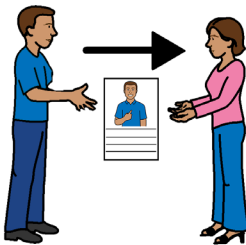
You can see your information.

You can ask to see your information.

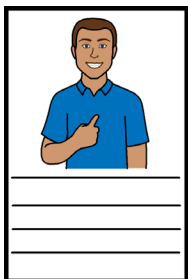


People who work with you at Merri Health can see your information.

Other people may need information about you. For example, a therapist from another service.



We **must** ask you **before** we share your information.



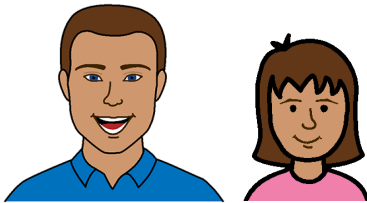
Sometimes the law says we **must** give your information to another service.

For example, to the police.



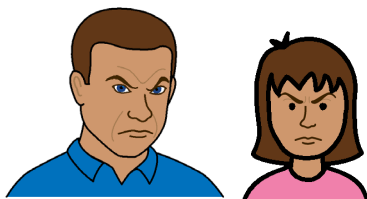
3 Feedback and Complaints

You can tell us what you think.



You can say you are happy. This is good **feedback**. For example,

- staff are friendly
- you get good help.



You can say you are **not** happy. This is a **complaint**. For example,

- staff are rude to you
- staff gave you wrong information.

We **want** you to say if

- you are happy
- you are **not** happy.

We **want** to make our service better.

You can



- talk to staff



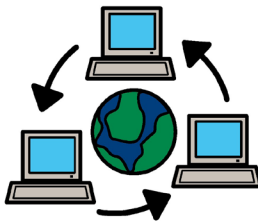
- use a communication aid



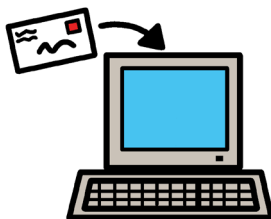
- write it on a form



- call 03 9389 2234

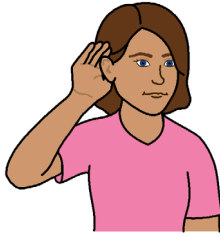


- go to our website www.merrihealth.org.au



- send an email.

We will



- listen to your feedback or complaint



- talk to you about what is wrong



- try to fix what is wrong.



You can get more help



For complaints about health services
Call the Health Services Commissioner
03 8601 5200



For complaints about disability services
Call the Disability Services Commissioner
1300 728 187



For complaints about public mental
health services
Call the Mental Health Complaints
Commissioner
1800 246 054



4 Fees

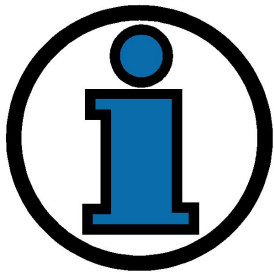
A **fee** is how much money something costs.



Some services have a fee.

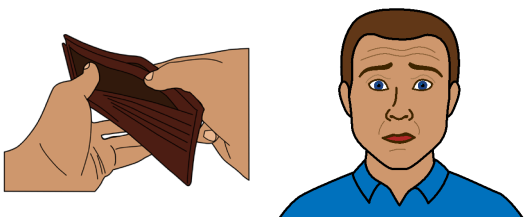


Some services do **not** have a fee.



We will send you

- information about the service
- and**
- information about fees.



Tell our staff if you are worried about fees.



Merri Health

Healthcare that moves with you

Scope's Communication Resource Centre wrote the Easy English.

July 2014 www.scopevic.org.au

To see the original contact Merri Health

Mayer-Johnson LLC says we can use the Picture Communication
Symbols

Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

Change pictures © 2011. www.changepeople.co.uk.