

# Client Services and Information Handbook



Better Health Network



Your **Health**,  
your **Choice**,  
your **Way**.

[www.bhn.org.au](http://www.bhn.org.au)

# Our Services

- **Aged Care Services**
- **Alcohol & Other Drug Services**
- **Allied Health Services**  
Physiotherapy, Exercise Physiology, Podiatry, Occupational Therapy, Dietetics, Hand Therapy and Speech Therapy
- **Cardiac Rehabilitation**
- **Carer Respite and Support**
- **Case Management Services**
- **Child, Youth & Family Services**  
Paediatric Allied Health, PlaySteps and School Readiness Programs, Youth Services and Family Counselling
- **Community Health Nursing and Midwifery**
- **Community Transport**
- **Meaningful Connections Volunteer Visiting Program**
- **Counselling**
- **Dental Clinic and Outreach Services**
- **Dementia Support**
- **Diabetes Education**
- **Disability NDIS Services**  
Day Support Programs, Support Coordination and Allied Health Services
- **Exercise Groups**  
Including Hydrotherapy, Tai Chi, Strength Training, Falls and Balance, Pilates, Osteoarthritis Hip and Knee program and more
- **Family Violence Services**
- **Gambler's Help Southern**
- **GPs and Specialists**

# Our Services

- **Health Promotion Programs**
- **Home Care Packages**
- **Homelessness & Housing Support Services**
- **Indigenous Access Services**
- **Mental Health Services** including services for carers and families
- **Smoking Cessation Program**
- **Social Support Groups**
- **Support and Advocacy for Sex Workers (RhED)**
- **Urgent and Priority Primary Care Services**  
For urgent but non-life threatening illnesses and injuries – at Centres in Prahran, Sandringham and Frankston
- **Volunteering opportunities**

## How to book a service

Call us on **132 246** (132 BHN)

Email: **info@bhn.org.au**

We are open 8.30am – 5pm, Monday to Friday

Dental Services: 8am – 4.30pm, Monday to Friday



**If you need an interpreter**, please let us know at the time of booking. Interpreters are available free of charge on request.

# NDIS Services

As a registered National Disability Insurance Scheme (NDIS) provider, Better Health Network offers a wide range of services to help people living with disability achieve their unique goals and aspirations.

## Support Coordination

To help you understand and action your NDIS Plan.

## Therapeutic Supports

Our range of NDIS therapeutic supports includes:

**Child** – Occupational Therapy, Podiatry, Physiotherapy, Psychology, Speech Pathology, Dietetics and early intervention support.

**Adult** – Psychology, Occupational Therapy, Exercise Physiology, Social Work and Counselling.

Please ask us about other therapy support you may have in your NDIS plan.

## Disability Day Support Services

Our Disability Day Support Services provide group and individual support for adults living with disability. Services are offered in our centres and a variety of community settings.

**Programs include:** Independent living, Creative Arts, Recreation and Leisure, Relationship Skill Building, Mind-Body-Spirit, Pre-work Skills Development and Community Inclusion.

# My Aged Care

My Aged Care is a Commonwealth Government initiative designed to make it easier for older people, their families and carers, to access information on aged care, have their needs assessed and find the services they need.

BHN is a registered provider of My Aged Care.



## **Services include:**

Dementia Support, Dietetics, Exercise Groups, Home Care Packages, Nursing, Occupational Therapy, Physiotherapy, Podiatry, Social Support Groups and Carer Respite, Specialised Case Management and Care Finder services.

My Aged Care is available to people who are:

- Aged 65 years and over
- Aboriginal or Torres Strait Islander people aged 50+
- People who are homeless or at risk of homelessness aged 50+

Book our services through My Aged Care or contact us directly for support to register for the program.

# Your Rights

At Better Health Network, our vision is: Your health, your choice, your way. We encourage our clients to share responsibility for their health, wellbeing and support.

## **When using our services, you have the right to:**

- Feel welcome, safe and supported
- Quality care from trained staff who will respect your privacy and dignity
- Receive care and support without fear of discrimination of any kind
- A clean, safe and comfortable environment
- Know the full cost of the proposed service
- Refuse any assessment, support or treatment
- Have an advocate (friend, family and/or interpreter/signer) present when attending the service.  
An interpreter can be arranged by our staff at no cost
- Request that your care or support be provided by a different staff member
- Make a complaint about a service and continue to access our services after a complaint has been made.

# Your Responsibilities

## **You are responsible for:**

- Providing our staff, to the best of your ability, accurate information about your health and wellbeing
- Keeping appointments and providing as much notice as possible if you need to cancel
- Treating our staff and other clients respectfully
- Treating seriously, any agreements to action care or support chosen
- The consequences of your decision to accept or reject advice.

The Australian Charter of Human Rights outlines the rights of people using the Australian healthcare system. You can read more at [www.health.vic.gov.au](http://www.health.vic.gov.au)



# Your Privacy

The information we collect helps us keep up-to-date about your needs so we can care for you in the best possible way.

## **We respect your privacy by:**

- Only keeping information that is relevant to your health and support needs
- Storing your information securely
- Only sharing information with your permission, or if required by law\*
- Telling you how to access the information collected about you
- Providing you with a copy of your health record if requested and making corrections if needed.

**\*NOTE:** The Family Violence Protection Act 2008 states that our services are responsible for requesting and sharing information used to assess and manage family violence risk. Generally, your information will not be shared without your consent. However, if there is a serious threat to an individual's life, health or safety, your information may be shared without your consent to prevent harm. Your information may also be shared without consent if it is necessary to ensure the safety and wellbeing of a child and/or assess or manage family violence risks.

## **For more information:**

- Ask our staff. They can answer your questions or put you in touch with someone who can
- Ask for a copy of our Privacy Policy or visit:  
**[bhn.org.au/privacy](http://bhn.org.au/privacy)**
- Contact the Office of the Victorian Information Commissioner on **1300 006 842** or **[www.ovic.gov.au](http://www.ovic.gov.au)**



# Feedback



Your feedback is vital to help us improve our services and provide the highest level of care.

**If you have a compliment, complaint or suggestion, you can share your feedback the following ways:**

- Complete the online feedback form on our website **www.bhn.org.au** or scan this QR code
- Send an email to **feedback@bhn.org.au**
- Phone **132 246** (132 BHN) and ask to speak to a Director
- Complete a feedback form available at our reception areas
- Send a letter to: Quality Manager, Better Health Network, P.O. Box 2177 St Kilda West, VIC 3182.



Alternatively, you can lodge a complaint with the relevant commissioner:

- For primary health service clients: Health Complaints Commissioner **1300 582 113**
- For disability service clients: NDIS Quality and Safeguards Commission **1800 035 544**
- For clients over 65: The Aged Care Complaints Commissioner **1800 550 552**
- For children receiving a service: Commissioner for Children and Young People **1300 782 978**
- For Mental Health clients: The Mental Health Complaints Commissioner **1800 246 054**
- For First Nations children and families: Commissioner for Aboriginal Children and Young People **1300 782 978**.

Submitting feedback will not impact your care at BHN.

# Better Health Network (BHN)

Better Health Network (BHN) provides a wide range of integrated health, disability and social support services.

BHN was formed in 2022 by the voluntary amalgamation of Central Bayside Community Health Services, Connect Health & Community and Star Health.

As a not-for-profit organisation, part-funded by government, we provide services to support health and wellbeing for all people and communities. This includes free and low-cost services for Healthcare and Pension Card holders. All services are free for Aboriginal and Torres Strait Islander people.

With 20+ sites across Melbourne's south-eastern suburbs, and a workforce of more than 1,000 highly skilled staff and volunteers, we provide services at our centres, in the community, at your home, online and via telehealth.

For more information on eligibility and fees for our services, please contact us on **132 246** (132 BHN) or **info@BHN.org.au**





## **BHN acknowledges:**

- Aboriginal and Torres Strait Islander people as the first peoples and Traditional Owners and custodians of the land and waterways on which we live, and we acknowledge that sovereignty was never ceded. We honour and pay our respects to Elders past and present.
- The funding support of the Victorian and Commonwealth Governments.

We are proud to be one of the first agencies in Australia to achieve the Rainbow Tick through Star Health and will work to expand our accreditation across the organisation.



# Our locations

## We offer services from sites including:

**Bentleigh:** Level 4, Suite 2, 973 Nepean Highway

**Bentleigh East:** 2A Gardeners Road

**Chelsea:** 3/1 The Strand

**Cheltenham:** Unit 17, Level 1/347 Bay Road

**Cheltenham (NDIS Disability Day Services):**

299 Centre Dandenong Road

**Clarinda:** 58 Viney Street

**Clayton South (NDIS Disability Day Services):** 45 Oakes Avenue

**Edithvale (NDIS Disability Day Services):** 8 Edithvale Road

**Mentone (Social Support Groups):** 31 Venice Street

**Parkdale:** 335 Nepean Highway

**Prahran:** 240 Malvern Road

**South Melbourne:** 341 Coventry Street

**St Kilda:** 22-28 Fitzroy Street

Please note - not all services are available at all locations.

## CONTACT US:

Phone: **132 246 (132 BHN)**

Email: **info@bhn.org.au**

Web: **www.bhn.org.au**

