

You have the right to comment about your care

If you have a comment or complaint about our service:

- Talk to the person in charge or the person delivering your care at the time of the problem

- **Hospitals and Retirement Communities:** You can write, phone or see the person in charge at any time during your stay or afterwards.

Community Care: Call 1300 660 022 and ask to speak to the manager of your service centre

- If you are not satisfied with the results of your complaint, contact the Chief Executive Officer of the relevant Calvary Service or the National Office. Contact details are listed on the back of this brochure
- 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, Health Services Commissioner.

Be assured that:

- Calvary wants to resolve your concerns to your satisfaction
- You can expect any complaints 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.

Contact Details

NATIONAL OFFICE

Little Company of Mary Health Care Limited Level 12, 135 King Street Sydney NSW 2000
Ph: 02 9258 1700
www.calvarycare.org.au

HOSPITALS

Calvary Public Hospital Bruce
Ph: 02 6201 6111
www.calvaryact.org.au

Calvary Bruce Private Hospital
Ph: 02 6245 3100
www.calvarybruceprivate.org.au

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

Calvary Health Care South Australia Shared Services
Hospitals Ph: 08 8405 3506
Community Care Ph: 08 8271 7212
www.calvarysa.org.au

Calvary Adelaide Hospital
Ph: 08 8227 7000
www.calvaryadelaide.org.au

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

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

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

Calvary St John's Hospital
Ph: 03 6223 7444
www.calvarystjohns.org.au

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

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

Calvary Riverina Hospital
Ph: 02 6925 3055
www.calvaryriverina.org.au

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

Calvary Health Care Kogarah Public Hospital
Ph: 02 9553 3111
www.calvarykogarah.org.au

Calvary Health Care Bethlehem Public Hospital
Ph: 03 9596 2853
www.calvarybethlehem.org.au

CALVARY AGED AND COMMUNITY CARE

Calvary Retirement Communities Shared Services
Ph: 02 4954 1800 / 1800 222 000
www.calvaryretirement.org.au

Calvary Community Care Head Office
Ph: 03 9271 7333 / 1300 660 022
www.calvarycommunitycare.org.au

Calvary Haydon Retirement Community
Ph: 02 6264 7400

Calvary Flora McDonald Retirement Community
Ph: 08 8159 7000

Calvary St Catherine's Retirement Community
Ph: 08 8582 1444

Calvary Ryde Retirement Community
Ph: 02 8878 1400

Calvary Cessnock Retirement Community
Ph: 02 4993 9000

Calvary St Joseph's Retirement Community
Ph: 02 4967 0600

Calvary Coolinda Retirement Community
Ph: 02 6572 1537

Calvary Mt Carmel Retirement Community
Ph: 02 4932 0350

Calvary Muswellbrook Retirement Community
Ph: 02 6542 4800

Calvary Nazareth Retirement Community
Ph: 02 4947 0047

Calvary St Francis Retirement Community
Ph: 02 4942 7477

Calvary St Martin de Porres Retirement Community
Ph: 02 4968 2244

Calvary St Paul's Retirement Community
Ph: 02 6553 9219

Calvary Tanilba Shores Retirement Community
Ph: 02 4984 5922

Calvary Ephesus Retirement Community
Ph: 1800 222 000

Calvary St Luke's Retirement Community
Ph: 1800 222 000

Calvary Tours Terrace Retirement Community
Ph: 1800 222 000

Rights & Responsibilities of the person receiving care



Hospitality
Healing
Stewardship
Respect

Continuing the Mission of the Sisters of the Little Company of Mary

About Calvary

Calvary is a charitable Catholic not-for-profit organisation with more than 12,000 staff and

volunteers, 15 public and private hospitals, 17 Retirement and Aged Care facilities, and a national network of Community Care centres. We operate across six states and territories within Australia.

Established in Sydney in 1885, by the arrival of the Sisters of the Little Company of Mary in Australia, our mission is to provide health care to the most vulnerable, including those reaching the end of their life.

About your rights and responsibilities

Calvary Management and Staff support the appropriate Charters and legislative obligations associated with the delivery of your care, including:

Australian Charter of Health Care Rights - This 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 of Care Recipients Rights and Responsibilities - Residential Care - This Charter outlines Residential Aged Care recipient's rights and responsibilities.

The Charter of Care Recipients Rights and Responsibilities for Home Care - This Charter acknowledges your rights and those of your family and carers, as well as your responsibilities. According to the Charter, services should be delivered in a respectful manner. The Charter also says carers should be recognised as partners in care, and be able to participate in decision making in care situations when the care recipient is unable to do so.

The Charters help everyone to work together towards safe and high quality care. A genuine partnership between residents, clients, patients and providers is important so that everyone achieves the best possible outcomes.

What can I expect from Calvary?

My Rights	What this means
Access	
I have a right to health care.	I have a right to access services to address my health and care needs.
Safety	
I have a right to receive safe and high quality care.	I receive safe and high quality services, provided with professional care and competence by Calvary Staff.
Respect	
I have a right to be shown respect, dignity and consideration.	The care Calvary Staff provide 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 by Calvary Staff about my care 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 service planning.
Privacy	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and the safe handling of my personal information and health records 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.

What can Calvary expect from you?

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 and care needs openly and completely to Calvary Staff.
Compliance	
I have a responsibility to comply with prescribed treatments or to inform my health carers or support workers if I do not intend to do so.	If I do not want the recommended treatment, I will discuss with my Calvary health carers or support workers.
Respect	
I have a responsibility to respect the cultural backgrounds of others.	I will be courteous, considerate and respectful towards others.
Safety	
I have a responsibility to respect the rights of others to feel safe.	I will act in a way that helps both myself and others to be safe.

Do you need help understanding this brochure?

Please ask a staff member for further assistance if you are having difficulty or want help to understand the information in this brochure.

Language translations

For multiple language translations of this brochure visit www.calvarycare.org.au

For assistance with translation of the information in this brochure visit www.calvarycare.org.au/contact/language