

## Your Rights and Responsibilities

### You have the right to:

- Be treated with respect and dignity.
- Have access to information about the range of services available.
- Be included in decisions and make choices about your health care.
- Refuse to continue with services.
- Complain about services without fear.
- Have someone of your choice advocate for you.
- Have your personal information kept private and confidential.

### You are responsible for:

- The decisions you make.
- Keeping Northeast Health Wangaratta up to date with relevant information about your condition and circumstances.

For more information about your Rights and Responsibilities please visit [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

## For more information or support

### How do I access Disability Support?

Anyone can make a referral to our service, including you or your carer.

Please let us know during the admission process, or tell a member of your care team, that you would like to access Disability Support.

### Cost

There is cost for this service.

For more information about our services and how we can support you please visit: [www.nhw.org.au/disability-support](http://www.nhw.org.au/disability-support)



PO Box 386, Wangaratta Vic 3676  
Green Street, Wangaratta Vic 3677  
Telephone: (03) 5722 5111  
Facsimile: (03) 5722 5109  
Website: [www.nhw.org.au](http://www.nhw.org.au)  
Email: [enquiries@nhw.org.au](mailto:enquiries@nhw.org.au)



# Disability Support



Information for patients and carers

## Disability Support

Northeast Health Wangaratta is committed to providing accessible, safe and inclusive care for all people who identify as living with disability.

We support people with disability, their families and carers to access the health services and information they need.

We work with interpreters and other support services to ensure that we provide assistance that respects your needs, culture or diversity.

## What does our team do?

- Provide support and information for people living with disability who have to go to hospital.
- Act as a link between medical teams, the patient and their family during time in the hospital.
- Attend family meetings to provide support and assistance so that patients and their families can make informed decisions about treatment, prevention and rehabilitation.
- Provide education and promote disability awareness throughout the hospital.
- Help people with a disability to link with other health services.

## Disability Liaison Officer (DLO)



**David Halabi**

**Phone:** 03 5722 5893

**Mobile:** 0427 416 960

**Email:** [disability.support@nhw.org.au](mailto:disability.support@nhw.org.au)

David is the contact person and advocate within the healthcare system for people with disability. David is the link between local community health services and the hospital.

### **COVID-19 (Coronavirus) Support**

We have a strong focus on making sure that people with disability can access testing and treatment for COVID-19.

### **David can help you to:**

- access COVID-19 testing and treatment
- plan for any changes in your care if you were to be diagnosed with COVID-19 or need to self isolate
- attend your usual health and medical services.

## Disability Support Officer (DSO)



**Tracey McGeehan**

**Mobile:** *SMS only* 0427 699 570

**Email:** [disability.support@nhw.org.au](mailto:disability.support@nhw.org.au)

Monday, Wednesday and Friday  
9.00am to 3.00pm

Tracey is the support person and advocate for patients, staff, volunteers and students with disability at Northeast Health Wangaratta.

### **Tracey can:**

- help you find your way around the hospital
- help you to understand hospital forms
- provide reassurance during your day surgery
- stay with you when your family or carer is not present.