

## 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)

## Contact our Disability Support team

Anyone can make a referral to our Disability Support service.

You do not need to be referred by a health professional.

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

# Disability Support

Information about patient and employee support



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

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Disability Support is a **free service** for patients, carers and families.

Anyone can make a referral to our service. You do not need to be referred by a health professional.

## **Support for patients with disability**

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Our Disability Liaison Officer provides support for people with disability, their families and carers to access services at Northeast Health Wangaratta.

- We do not take the place of health care professionals.
- We listen to what you need to access health care.
- We work with your health care team to ensure access the care and support that you need.

### **Before you come to hospital we can:**

- provide information about support for patients, carers and families
- discuss what you need to access services and feel safe
- work with your health team to ensure you are provided with accessible and inclusive care
- provide support to attend appointments.

### **During your hospital stay we can:**

- support you and your carer/s
- support and educate staff involved in your care
- help with information and planning to go home.

### **When you leave hospital we can:**

- support access to health services and other health and human services.
- offer advice to health services about providing care that is accessible and inclusive for you.

### **COVID-19 support we provide:**

- information and support to access COVID-19 screening
- information and support to access COVID-19 vaccination
- assistance with vaccination bookings for Supported Disability Accommodation services
- access to RATs (Rapid Antigen Tests).

## **Employment support for people with disability**

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Our Disability Support Officer provides support and advocacy for staff and students at Northeast Health Wangaratta.

- We can partner with Disability Employment providers.
- We can provide tours of the work place (pending COVID restrictions).
- We are a source of information about vacancies and recruitment.

### **We can support you to apply for work at NHW by:**

- assisting with your application
- discussing access needs before your interview
- providing support during your interview
- debriefing with you after your interview
- providing feedback after your interview.

### **On the job support we can provide:**

- assistance with paperwork
- support through orientation and ongoing mandatory training
- introductions to staff
- development of customised roster
- advocacy during meetings
- applications for workplace modifications to meet your needs
- invitation to attend regular meetings with other staff living with disability.