

Your Rights:

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.

Your Responsibilities:

You are responsible for:

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

For further information please visit
www.safetyandquality.gov.au

How do I access the Disability Liaison Officer?

- You or your family / carer can ring the Community Rehabilitation Centre on: (02) 6051 7400.
- You may be referred by any health professional from hospital or the community.



Contact Details:

Monday to Friday
8.30am to 5pm
Phone: (02) 6051 7400
Fax: (02) 6051 7430



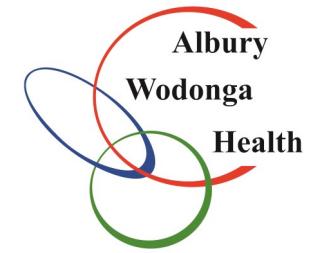
www.awh.org.au

Street Address:

Albury Wodonga Health
Wodonga Hospital
73-75 Vermont Street
Wodonga VIC 3690



Publication Date: November 2020
Review Date: November 2021



Disability Liaison Officer



Disability Liaison Officer (DLO)

What is a Disability Liaison Officer?

Disability Liaison Officers (DLOs) support people with disability and their family or carers to access the health services and information they need during the COVID-19 pandemic.

The Disability Liaison Officers can help you to:

- Access testing and treatment for COVID-19.
- Help you 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. This may not be related to COVID-19.
- Work with health care teams to provide safer, accessible and more inclusive care if you need to have a stay in hospital for any reason.

The Disability Liaison Officer can provide support for all people with disability.

It doesn't matter whether your needs are big or small.

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

We listen to what you need to access your healthcare.

We don't take the place of your regular health care professionals. We can work with your usual health care team to make sure you are able to access the care and support that is right for you.



When to contact us:

- Any time you have questions about disability and access to healthcare at Albury Wodonga Health.
- If you have questions about how to access COVID-19 information or COVID testing.
- If you have any suggestions to make Albury Wodonga Health more accessible for everyone



Costs: There are no costs to you. Disability Liaison Officer is a government funded program.

Feedback:

We welcome your comments and suggestions. Your feedback helps us to improve our service. If you have any concerns about any aspect of your care please contact us.