

Caulfield Community Health Service (CCHS) Frequently Asked Questions



Contact details:

Main reception CCHS: Ph: 9076 6666
Referral (Caulfield Access) Ph: 9076-6776 Fax: 9076-6773
Email enquiries: gqcmcaccess@alfred.org.au
Website: www.caulfieldhospital.org.au

We are open:

Monday – Friday 8:30am - 5:00pm
Note that some programs operate between 7am and 5pm.

Where are we located?



**Ashley Ricketson Centre, Gate 2
Caulfield Hospital (Building 22)
260-264 Kooyong Road
Caulfield 3162**

Car parking is via Gate 2 (fees apply).
Limited street parking is available.

Public Transport

The number 605 bus stops outside Caulfield Hospital.

How do I make my appointment?

Now that your referral has been accepted a clinician will contact you to make an appointment. Depending on the type of appointment, your first appointment may be here at the centre or in your own home.

Tell me a bit more about CCHS.

There is a video online. Go to www.caulfieldhospital.org.au
Click on the “Community Services and Clinics” section.

What time do I arrive for my appointment?

Please arrive at your appointment 10 minutes early to check in. If you arrive late for your appointment, you may need to reschedule to another time. Please note that a fee payment is now required **before** all appointments.

Do fees apply?

Fees apply to our services. Fees are set in line with government guidelines and are based on your income. When you call us, fees will be explained and discussed with you. If you are concerned about paying for your fee, please let your health worker know.

How can I be involved in my care?

We encourage you, your family and carers to be involved in your care. The team will talk with you and the people who support you (with your permission) about your needs and answer any questions you have. Together we will help you achieve your aims.



What do I bring with me to my first appointment?

- Your appointment letter,
- Relevant X-ray films, scans or any other test results or reports,
- Existing prescriptions and medications,
- Medicare card
- Pension card,
- Healthcare card,
- Glasses, hearing aids, walking aids
- If you are attending an exercise program, you will need to wear comfortable clothing so that you can be actively involved.
- Please wear comfortable shoes that are firm, supportive and enclosed.

What if I need an interpreter?

We can contact you via an interpreter in your language, and have an interpreter present at your appointment, at no additional charge for the interpreter.

What if I have impaired vision?

Contact us to let us know how we can help you better for your appointment.

What if I have a hearing impairment?

We can contact you with either a text to your mobile phone or use the Text Telephone (TTY) with the National Relay Service. We can organise an Auslan interpreter for your appointment. There is no additional charge for the Auslan interpreter.

Consent

Your consent to participate in CCHS programs/appointments is required at your first appointment. We will request your consent again if we need to contact anyone outside of Alfred Health (e.g. your doctor, local council).

What do I do if I need to cancel my appointment?

If your circumstances change, please contact main reception on 9076 6666. We require 24 hours or more notice for cancellations or rescheduling. Failure to do so will impact on your future appointment booking, and you may be discharged from services at CCHS.

What happens to information about me?

Your information remains confidential at all times. In an emergency situation, we will release personal information about you to facilitate your care. Refer to brochure enclosed.

What are my rights as an elderly client?

A brochure is enclosed with this letter. Online resources:

Australian Charter of Healthcare Rights (Victorian version)

[Australian Charter of Health Care Rights](#)

Charter of Care Recipients' Rights and Responsibilities – Home Care.

<https://www.agedcarequality.gov.au/consumers/consumer-rights>

Aged Care Quality and Safety Commission – Go to “Lodge a Complaint”

www.agedcarecomplaints.gov.au

What if I want to make a compliment or complaint about CCHS?

We welcome and encourage clients and their families to give us feedback about their experiences. Your feedback is important to us and will help us to improve the care we provide. See the enclosed brochure for more information (“**I have a concern**” brochure). If you would like to provide written feedback, you may write a letter or fill in a ‘We Care’ form, which is available from the service. Ask your health care worker or reception for a “**Tell us what you think**” form.

What can CCHS help me with?

We provide health services that help adults, youth, children and families with:

- Support through a Home Care package
- Managing chronic conditions
- Independence and safety at home and in the community
- Mobility, strength and managing pain
- Daily living tasks, wheelchair seating, home modifications, scooters
- Nutrition and healthy eating
- Counselling- individual and group
- Physical activity
- Foot care
- Childhood development
- Communication, language and swallowing
- Carer support
- Social engagement and community connection

Can I smoke at CCHS?

Caulfield Hospital is a smoke free environment. Smoking is not permitted in any of the buildings or the hospital grounds. We also ask that you do not smoke during sessions that take place at your home. If you would like to talk about support options for quitting smoking, please speak to your care team.

My Aged Care Information for clients

Ph: 1800 200 422

There is a Government process for accessing Community Health Services for Aboriginal and Torres Strait Islanders over 50 years, and all other people aged over 65 years.

Caulfield Community Health Services that need to be accessed through **My Aged Care** include:

Physiotherapy, Occupational Therapy, Podiatry, Dietician, Social Work, Exercise Physiology, Speech Therapy, Physical Activity groups, and Alfred Health Home Care Packages.

Advocacy Services

An advocacy service may be able to help you access Australian Government funded aged care services or raise concerns about services you are receiving.

Call the National Aged Care Advocacy Line on 1800 700 600 (freecall) or visit the [Older Persons Advocacy Network website](#) to find out more about advocacy services.

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