



Feedback

If you have a compliment, comment or complaint you can let us know by putting it in our suggestion box in the waiting room or by telling any of the staff at The Junction. You can do this in person or by phone, email or letter.

If you have a grievance about any service we offer, then you have a right to:

- Have grievance/s resolved fairly, promptly, confidentially and without retribution; and
- Be treated with respect, listened to and taken seriously.

If you have a complaint, refer in the first instance to the Junction Youth Health Coordinator.

Email: junctioninfo@anglicare.com.au

Contact number: 02 6232 2423

Postal address: PO Box 287, Civic Square, ACT, 2608

If the issue remains unresolved, ask to speak to the Manager Youth and Family Services.

Contact number: 02 6232 2488

Postal address: PO Box 287, Civic Square, ACT, 2608

If you feel your grievance has still not been adequately resolved, you are entitled to contact The ACT Health Services Commissioner.

Contact number: 02 6205 2222

Website: www.hrc.act.gov.au/health/

The Junction can be accessed by young people aged 12 to 25 years old and their children, living in the ACT and surrounding areas.



Test Results

If you have a test at The Junction and the results show that you need further treatment or referral, we will attempt to contact you at least three times to let you know. If your results are normal we will not contact you, but if you would still like your results you can contact us 3-5 days after you have the test.

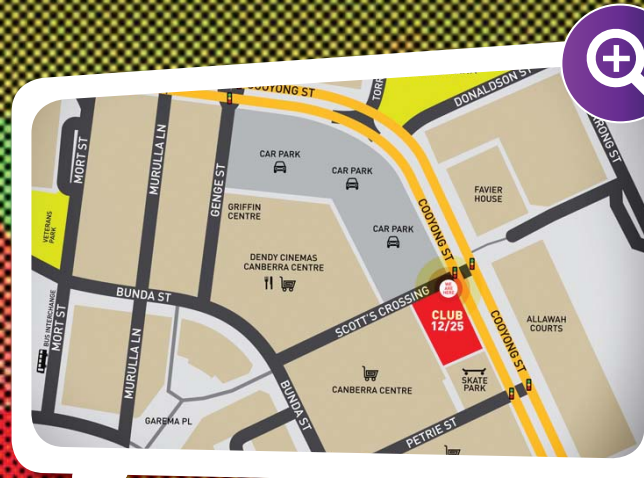


Opening Hours

Monday to Friday

10am to 12pm and 1pm to 5pm
(phones are answered 9:30am-5pm Monday to Friday)

Closed on Public Holidays



How to Contact Us

P: 02 6232 2423

F: 02 6232 2424

E: junctioninfo@anglicare.com.au

W: www.anglicare.com.au/pages/the-junction.html

If you leave a message on our answering machine we will return your call the same or next business day. Only non urgent matters should be communicated by email, as the practice team may not necessarily read all their emails on a daily basis.

Our practice encrypts all client information that is sent via email. Please be aware that if you send us information via email that is not encrypted, your privacy and confidentiality may be compromised.



THE JUNCTION
YOUTH HEALTH SERVICES

CLIENT INFORMATION





The Junction Youth Health Service is a free primary health care service that provides support to young people in all aspects of their health and wellbeing. The Junction can be accessed by young people aged 12 to 25 years old and their children, living in the ACT and surrounding areas.

All appointments at The Junction are FREE as The Junction bulk-bills Medicare for appointments. Please bring your Medicare card and Health Care card to appointments (if you have them). If you don't have a Medicare or Health Care card, we can help you to get them, if you are eligible. Don't worry if you are not eligible for a Medicare or a Health Care card, your appointment at the Junction will still be FREE.



Recalls and Reminders

The Junction is committed to preventive and holistic care. The Junction works in co-operation with National and Territory based recall and reminder registers. We may call/text you or send you a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of these systems, please inform the nurse or your doctor.



Confidentiality and Privacy

All clients are asked to sign a Consumer Consent upon accessing health care at The Junction. This is to ensure the client understands and consents to having a health record and that privacy and confidentiality of all information will be maintained by members of the treating team.

Your medical record is a confidential document. It is a policy of The Junction to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of the staff team.

The information contained in the health record will not be released without the client's consent except:

- If it is necessary to avoid harm to the client or to someone else; or
- If the staff are required to do so by law.

Clients can access the information in their health record at the discretion of the doctor or through ACT Health Records (Privacy and Access ACT 1997). All clinical records are secure and processes comply with the Privacy Act.

You can get the full version of The Junction Youth Health Service's Confidentiality and Privacy Procedure by asking any member of the staff team at the Junction.



After Hours

In an emergency or life threatening situation call 000

Healthdirect 1800 022 222 is a 24 hour telephone health advice line staffed by Registered Nurses whose role is to assist and provide primary health advice. If necessary, nurses are able to provide access to a General Practitioner to provide further medical advice.

Clients are also able to access after hours health care through the Canberra After hours Locum Medical Service (CALMS). Please note all CALMS services are charged at private after hours rates. CALMS can arrange attendance by a doctor at a designated surgery or at your home. CALMS operates in Bruce, Garran and Tuggeranong from 6.00pm to 8.30am Monday to Thursday, Friday 6.00pm to Monday 8.30am and all public holidays. Home visits are restricted to the ACT. The contact number for CALMS is 1300 422 567.

Alternatively, attend Accident and Emergency at the Calvary Hospital or the Canberra Hospital for emergency after hours assistance.



Outreach

Please let us know if you are having any difficulty with making it into Civic for your appointment for any reason. Our youth workers can help you get to and from appointments. If you are a regular client of The Junction and can't get to The Junction with the support of a youth worker for some reason, please let us know so we can work something out. In some cases we can provide home or other visits if you can't come to The Junction and it is safe, reasonable and necessary to do so.

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