

## WHO IS IT FOR?

- Community members seeking social interaction.
- Frail elderly
- People with a disability

## WHEN IS IT HELD?

Monday: 9.00am until 4.00pm

Tuesday: 9.00am until 4.00pm

Thursday: 9.00am until 4.00pm

## What is included?

- Morning & Afternoon Tea
- 2 course lunch
- Transport to and from the Hospital
- All activities (except special outings)

## What is the cost?

Please ask the co-ordinator as costs differ depending on whether you include lunch.

## Who do I contact?

Social Support Group Coordinator

Ph: 03 555 42 555



Supported by the Australian Government Department of Social Services. Visit the Department of Social Services website ([www.dss.gov.au](http://www.dss.gov.au)) for more information.

Although funding for this service/has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

## Casterton Memorial Hospital

63-69 Russell Street  
CASTERTON VIC 3311

Phone: 03 555 42 555

Fax: 03 55 811 051

E-mail: [mail.cmh@cmh.org.au](mailto:mail.cmh@cmh.org.au)

## Casterton Memorial Hospital



*'With Open Arms'*

*'A Fully Accredited Healthcare  
Facility'*

## Rights:

All people attending have the right to:

- Respect for individual human worth and dignity
- Be treated with courtesy
- Be assessed for access to services without discrimination
- Be informed and consulted about available services and other relevant matters
- Be part of decisions made about their care
- Choose from available alternatives
- Pursue any complaint about service provision without retribution
- Involve an advocate of their choice
- Receive high-quality services
- Privacy and confidentiality and access to all personal information kept about themselves.

## Responsibilities:

All people attending have a responsibility to:

- Respect the human worth and dignity of the service provider staff and other people using the service
- Treat service provider staff and other people using the service with courtesy
- Results of any decisions they make
- Play their part in helping the funded organization to provide them with services
- Provide a safe work environment for staff and help them to provide people with services safely.

## Service area:

The Casterton Memorial Hospital Planned Activity Group services Casterton and the surrounding district.

Alternative travel arrangements can be made for clients who live outside of the Casterton township.

## SEASONS @ CMH

- **S**ocialise with other
- **E**ncourage Independence
- **A**ctivities
- **S**upportive Environment
- **O**utings
- **N**utritious Meals
- **S**hared Experiences

## Volunteers:

The Casterton Memorial Hospital's SEASONS@CMH Group has wonderful volunteers who attend sessions to assist staff with activities and transport clients to and from the Centre.

If you would like to or know of anyone who would like to join our team of volunteers please contact:

Ms Mary-Anne Betson

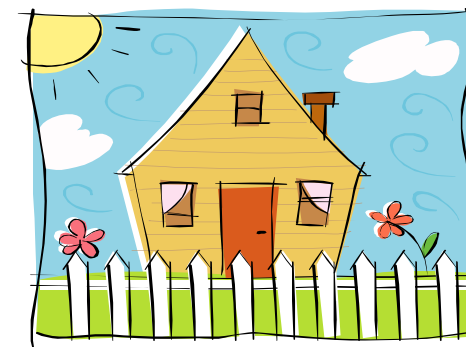
Manager Nursing Services

Ph: 03 555 42 555



## How do I obtain this service?

If you would like to attend the  
Seasons@CMH Group  
please call  
555 42 555



## Complaints Procedure:

All clients have the right to complain or voice concerns regarding any aspects of their care or treatment. You may lodge a written complaint or alternatively ask the Day Centre Coordinator for a complaint form.

Your complaints or concerns may be lodged with the CEO of Casterton Memorial Hospital by calling 555 42 555.