

Protecting your privacy

Maintaining your privacy and the confidentiality of your information is important to us at North Richmond Community Health (NRCH).

We follow all Victorian law relating to confidentiality and privacy, including the:

- Health Records Act 2001 (Vic)
- Health Services Act 1988 (Vic) and
- Mental Health Act 2014 (Vic)

We have policies about how we manage your information and what you need to do to see your information.

Your information

We only collect the information that we need to give good healthcare. We also need it for related administrative activities, e.g. billing accounts. We do this in a fair, lawful and sensitive way. Wherever we can, we collect information from you, rather than another person. There are times when we may need to collect information about you from another person.



How we use your information

Staff members caring for you need to use your information to provide your care. If you need care outside NRCH, we may give some information to other health care providers.

We may send health information, such as test results to the doctor who referred you. If you do not want this to happen please let us know. Providing your healthcare provider with all your relevant health information will help them to manage your care.

We will not share your health information with anyone or put it in your 'My Health Record' if you tell us not to. However, this may affect our ability to provide you with the best services. If this is your wish, please talk to our staff and they can give you the appropriate form to complete.

We may use some information about you for other reasons permitted under privacy laws. For example, to check treatment or to assist with service planning.

Your information may be used for health-related research. If you do not want this to happen please let us know. A Human Ethics Advisory Group advises NRCH to do research and evaluation in the right way. Researchers must follow strict confidentiality guidelines.

Your access to supports will not be withdrawn or denied if you make a decision that poses a level of risk and is not recommended by our clinical team.



North Richmond Community Health (Wulempuri-Kertheba) stands on the traditional lands of the Wurundjeri people. We pay our respects to their elders, past and present.

nrch.com.au

  @nrchAUS



Interpreter



north richmond
community health
Wulempuri - Kertheba

Protecting your privacy

Accuracy and security of your information

We take reasonable steps to make sure that the information we hold about you is accurate, complete and up to date.

It is important that you provide complete and accurate information to us so that we have the information needed to provide your care. Please tell staff of any changes to your information as soon as possible.

Access to client records and computer systems is strictly controlled and monitored.

Access to your health information

You may request to see the health information we have about you. In most cases, we will grant but if your request is refused, we will tell you why.

Please put in writing your request to see your personal information and send it to the Administration Manager at front reception.

You can contact our front reception by phone on: (03) 9418 9800.

Client Consultation



Complaints

Any suspected privacy breach will be taken seriously and responded to in a timely and professional way.

If you have a complaint about how we have managed your privacy, please let us know.

You can speak with our Chief Executive Officer by calling our front reception on 9418 9800.

If you are unsatisfied with how we managed your feedback or you are concerned about the handling of your information please contact:

Health Complaints Commissioner (VIC)
Tel: 1300 528 113

Mental Health Complaints Commissioner (VIC)
Tel: 1800 246 054

Commissioner for Privacy & Data Protection (VIC)
Tel: 1300 666 444

Australian Information Commissioner (AUS)
Tel: 1300 363 992

Disability Services Commissioner
Tel: 1800 677 342

My Aged Care Complaints
Tel: 1800 200 422

NDIS Commission
Tel: 1800 035 544



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