

Your information

It's private

What happens to information about you while you are a client of this service?

Ballarat Community Health

Who are we?

Ballarat Community Health is a standalone health entity providing a range of allied and other health services. Our aim is to work in partnership with the community, to create opportunities and supportive environments which empower people to develop healthy lifestyles and prevent or manage illness.

What information do we collect about you?

We keep your name and contact details on your client record. Other details such as your care plan and information about the services you receive are recorded each time you visit. Only information that is needed to provide you with the best care is collected.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way.

Who else sees your information?

Your information can only be seen by the professionals of this service involved in your care. We also use the information to better manage and plan this service. Otherwise, we only release information about you if you agree, or if it is required by law, such as in a medical emergency.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your client record, this is your right, but it may affect our ability to provide you with the best possible services.

Talk to us if you wish to change or cancel your consent.

We will not give your information to companies that may want to advertise to you or promote their products and services.

We will only collect information from other people (such as your previous doctor or other health provider) if you give us your written permission.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can you refuse to provide your name or use a false name?

If you wish you may give a false name or ask that no name be recorded. You will have to provide your correct name however for any Medicare related service (such as seeing a doctor) and there are some other situations where we are required by law to have your correct details.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary. Please ask any of our staff who will be happy to explain how you may access your records.

Any other questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our client or if you wish to access your record.

If you have a concern or complaint about how your information was handled please speak to one of our Customer Service Team and they will assist you in recording and addressing your concerns.

Feedback forms are also available on our website at www.bchc.org.au.

Alternatively, please call (03) 5338 4500 or email info@bchc.org.au if you have any questions or concerns.