What we ask and why?

Ballarat Community Health strives to provide a welcoming, safe, and inclusive environment and services for all our clients.

We will always respect your identity, needs and preferences.

To provide you with the best possible care and access to our services, we may need to ask for information about you.

Basic information

We will ask you for:

- your name
- date of birth
- contact details.

Medicare details

To access most of our services we require your Medicare details.

If you do not have a Medicare card please speak to a member of our team.

Information about your income

We may ask a question about your household income. This is a general question about your income bracket. We will not ask you to tell us exactly how much you earn.

This information will help us determine what fees we may charge for some services.

Sexual or gender identity

BCH is committed to providing a safe and welcoming environment for members of the LGBTIQA+ community.

We will only ask questions about your sexual or gender identity where it is relevant to your care.

We will make sure your preferred name and pronouns are recorded correctly if you want us to and will use them consistently when disclosed.

First Nations identity

BCH is committed to providing a safe and welcoming environment and improving health and wellbeing outcomes for First Nations people.

For most of our services we will ask if you are of Aboriginal or Torres Strait Islander background.

This information is required for reporting purposes for some government funded services.

If you choose not to answer this question it will not impact upon the care or services, you receive from us.

Providing this information will enable us to talk to you about other services that may benefit you.

We can also provide you with further information specific to First Nations people healthcare.

Preferred Language and Cultural Identity

We may ask you about your preferred language, cultural identity or country of birth.

This information is required for reporting purposes for some government funded services.

Telling us about your preferred language will also help us to provide you with access to interpreter services.

Accessibility

BCH is committed to ensuring all clients, particularly those with disability and their carers, have equal access and are fully included in our programs and services.

If there are things we could do to make our services more accessible for you please let us know.

Knowing about you helps us to provide the best possible services.

You can tell us that you prefer not to say and that is OK.

Ballarat Community Health

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Ballarat Community HEALTH