



Your information and privacy

Why we collect information about you

We will only collect information about you that allows us to:

- Provide care and services to you that are safe and effective.
- Provide continuity of your care.

What information do we collect?

We will collect:

- Your name, date of birth and contact details.
- Information required for your care, such as care plans and health and wellbeing history.
- Information that helps us understand your identity, your needs, or preferences.

You can choose not to share all or any information about yourself, but that may affect our ability to provide you with the best possible services.

You do need to give us your name to access any Medicare related services

If you would like to see more information about what we ask and why please refer to [What we ask and why? Information sheet.](#)

Who can see your information

We may share your information only if:

- You agree
- It is required by law such as in a medical emergency
- Where there are concerns for a person's safety
- To improve the safety of a person experiencing or at risk of family violence.

With your informed consent we may share information relevant to your care with other healthcare providers. You can withdraw or modify your consent at any time by speaking with a member of our Team.

We may also need to share some of your information with Government Departments or their agents as required by our funding agreements.

Storing your information

- We store your information securely on our database. All information is protected by law.

Can you access your information?

Yes, you have the right to request access to your information. Staff will explain how to access your records if you wish to do so.

What if I have a question or concern about my privacy?

- You can discuss your concerns with a member of our team or complete a feedback form.
- You can make a complaint: Please see the [Client complaints and compliments information sheet](#) for details.
- If you would like more information about how we manage your information, please visit the BCH website [Privacy Policy](#) - Ballarat Community Health (bchc.org.au)

Ballarat Community Health

Updated 26/2/26

