

Further information:

Office of the Victorian Information Commission
www.ovic.vic.gov.au

Department of Health Privacy
www.health.vic.gov.au/hsc

You can ask us
for an interpreter.



Deaf, hard of hearing or speech impaired?
Make and receive phone calls
through Accesshub.

www.communications.gov.au/accesshub

TTY – 1800 555 630



An Australian Government Initiative



Our Sites

Wangaratta

45-47 Mackay Street Central,
Wangaratta, VIC 3677

T: (03) 5723 2000

F: (03) 5722 2313

Wodonga

155 High Street,
Wodonga, VIC 3690

T: (02) 6022 8888

Freecall: 1800 657 573

F: (02) 6024 5792

Myrtleford

32 Smith Street,
Myrtleford, VIC 3737

T: (03) 5731 3500

E: info@gatewayhealth.org.au
www.gatewayhealth.org.au



Your Privacy

Please also read
“Client rights and responsibilities”
brochure



Australian Government



Apr 2019

Indigenous artwork courtesy of “Making Two Worlds Work Project 2008”

What is this brochure about?

This brochure explains how Gateway Health will collect, use, share and keep private your personal and health information.

Why will you collect information about me?

Collecting information helps us to know what services you need and to plan the best care for you.

You don't have to tell us all of your health information but it may change the quality and result of your treatment.

What information is kept about me?

Any information that you are happy to share may be kept, including:

- name, address, phone number
- nationality and language spoken
- aboriginality
- name and address of carer
- health information including: diagnoses, operations, medical and nursing, medications, past illnesses and family medical history
- details about services we have provided to you
- any additional information that you give us

Who will use my information?

The people involved in your care and treatment.

Your information may also be used by Gateway Health for planning, quality improvement, research and reporting to government agencies. This will not include any sensitive or personal information.

Can I look at my records?

You can ask to see your medical record. This is in accordance with the:

Freedom of Information Act 1982 (Vic)
Health Records Act 2001 (Vic)

If you would like to access your client record please contact:

Client Records Officer

155 High Street
Wodonga, Vic 3690

T: (02) 6022 8883

You may need to pay a fee.

Consent to share information

Your information can only be given to other services if you tell us that it is okay. This is called consent.

We ask you to sign a consent form when you register for Gateway Health services.

You have the right to ask that your information is not given to others.

You have the right to have your personal information kept private.



How Gateway Health protects my personal information

Your personal information and client record may be stored in hard copy documents or as electronic data in our secure computer system.

We have strict rules on who can see it. All staff, students and volunteers have confidentiality rules to follow.

At times Gateway Health is required by law to share information about you.

Examples of this are:

- Cases of legal action under court order.
- Reporting of notifiable diseases.
- Investigations of child abuse or neglect.
- Family Violence.
- Situations where a client is at risk of hurting themselves or another person, or whose current condition reduces their ability to make decisions.

How do I make a complaint about privacy?

If you have a complaint please read the Gateway Health Feedback form found at reception at any of our sites or it can be downloaded from our website.

www.gatewayhealth.org.au

Or you can contact:

Office of the Australian Information Commissioner

www.oaic.gov.au

1300 363 992