

## what information does each collect about me?

When you access a service provided by EACH a record is made containing information such as your name, contact details, advice you were given and other information relevant to the service provided to you.

Since November 2008, information from all the services that you access is stored in an integrated electronic client record and every time you attend any service of EACH, new information is added to your record.

## why is the information collected and how is it used?

This information helps EACH provide you with the most appropriate care, support and/or treatment. It is only used by those directly involved in providing services to you to ensure they have all the facts and are able to help you in the best possible way.

Some information which contains no personal identification is also used to help plan our services, for reporting purposes and for quality improvement. This information may also be used for research which will help us provide better overall health care for the community.

## service directory

### community inclusion and support services

46 warrandyte road ringwood 3134 vic  
t 9871 1850 f 9876 0100

### community mental health support services

7-9 john street lilydale 3140 vic  
t 9735 7900 f 9739 4733

### employment and training services

7-9 john street lilydale 3140 vic  
t 9735 7900 f 9739 4733

### maroondah social and community health centre

75 patterson street east ringwood 3135 vic  
t 9837 3999 f 9879 6356

### regional counselling

46 warrandyte road ringwood 3134 vic  
t 9871 1800 f 9870 4688

### youth and family services

46 warrandyte road ringwood 3134 vic  
t 9871 1800 f 9870 4688

### eastern access community health

partners in building healthy communities

### main office

46 warrandyte road ringwood 3134 vic  
t 03 9871 1800 f 03 9870 4688  
info@each.com.au [each.com.au](http://each.com.au)

## protecting your privacy



frc  
mar 2009



All EACH staff are legally and ethically obliged to keep your health confidential and secure. Sometimes, this information will need to be discussed with other staff directly involved in providing your services to make sure you get the best of care. Only authorised health service staff will access your health information.

## how does each protect my information?

EACH staff are obliged by law to keep your information confidential and secure. We maintain strict policies and procedures regarding access to your personal information. All our staff are bound by a formal code of conduct about the confidentiality of your information. We educate and monitor staff to ensure information is handled confidentially and with respect and care.

## who might have access to my information?

Sometimes your information will need to be discussed with other staff directly involved in providing services to you to make sure you get the best of care. However, only authorised persons will access your information.

We will only release personal information about you if you provide consent unless we are compelled by law such as a serious and imminent threat to life, health, safety or welfare, danger of abuse of a child/young person or pursuant to some types of court orders.

## how can I see the information collected about me?

Under the Freedom of Information Act 1982, you have the right to request access to your record held by EACH. For further information please contact the Privacy Officer on **(03) 9871 1800**.

## how can I change my information if I think it's wrong?

If there is information in the record that is factually incorrect, you have the right to request that an amendment be added to your record.

Requests for amendments to records can be made in writing to the FOI Officer on **(03) 9871 1800**.

## what should I do if I have concerns about the way my information is being handled?

If you have any questions regarding your client record, please speak to your service provider. If you would like a copy of our Privacy Policy or wish to make a privacy complaint contact the Privacy Officer on **(03) 9871 1800**.

If you are not satisfied with the way in which EACH handles your information or deals with your privacy concerns, you may make a formal complaint to the Office of the Privacy Commissioner on **1300 363 992**.

## interpreters

If English is not your first language and you have difficulties in understanding or reading English, please let us know. It is important that you understand any document you are signing.

We can arrange interpreters free of charge. For more details, please speak to your service provider.