



## It's your information

## It's private

What happens to information about you  
while you are a consumer of EWHS?

### **Who are we?**

We are one of several health and community care services in your area, all working together in partnership to meet your health needs.

### **What information do we collect about you?**

We keep your name and contact details on your consumer record. Other details such as your care plan and information about your health are recorded each time you visit.

### **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. We also use the information to better manage and plan this service.

### **Who else sees your information?**

Your information can only be seen by the employees of in this service involved in your care and for quality assurance purposes. Otherwise, we only release information about you if you agree or if required by law, such as in an 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 consumer 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.

### **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 access your information?**

Yes, you have a right to request access to your information. All requests for access to your information should be made in writing to the EWHS Freedom of Information Officer, PO Box 31, St Arnaud, Vic 3478. A fee may be charged.

If you have any question or concerns please feel free to speak to our staff. Alternatively, you can contact the Health Services Commissioner on 1800 136 066, email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au), website: [www.health.vic.gov.au/hsc/](http://www.health.vic.gov.au/hsc/)