



You can ask
us for an
interpreter



An Australian Government Initiative

National
Relay
Service



Deaf, hard of hearing or speech
impaired?

Make and receive phone calls
through Accesshub.

<https://bit.ly/3KsJfrk>

Teletypewriter (TTY) - 1800 555 630



Listen to this
information here



Further information:

Office of the Australian Information
Commissioner (OAIC)

oaic.gov.au

Health Complaints Commission –
health records

hcc.vic.gov.au/public/health-records-individuals

gateway
health

People living well

Wangaratta

45-47 Mackay Street,
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

gatewayhealth.org.au



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People living well

Your Privacy



Your Privacy

What is this brochure about?

Gateway Health will keep your personal information private. There are laws that make sure we keep your information private.

This brochure explains why Gateway Health collects your information, what information we keep, and how we will use, share and protect your information.

Why does Gateway Health collect information about me?

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

You don't have to tell us all of your health information but it will help us understand the best way to work with and help you.

What information is kept about me?

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

- Name, address, phone number
- Sex, Gender Identity, and Sexual Orientation (Gateway Health acknowledges the sensitivity and significance of disclosing this information).
- Nationality and language spoken
- Aboriginality
- Name and address of carer
- Previous health information including your past medical history, family medical history, and any other health issues
- Details about services we have provided to you
- Services you get from other organisations
- Any additional information that you give us

Who will use my information?

Only the people involved in your care and treatment will use your information. Sometimes other services may be able to help you. We will only share your information with other services if you agree.

Your information will also be used by Gateway Health to improve our services, help us plan for new services, report to those who fund us and meet our legal requirements. This will not include any information that identifies you. People who see this information will not know that it has come from you.

Can I look at my records?

You can legally ask to see your health records in accordance with the:

- Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)
- Health Records Act 2001 (Vic) and the Health Privacy Principles (HPPs)

If you would like to access your health records please contact:

Client Records Officer
155 High Street
Wodonga, Vic 3690
T: (02) 6022 8883
E: inforequest@gatewayhealth.org.au

What is 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 can ask us not to give your information to others.

How does Gateway Health protect my information?

We collect and store your health information in a secure electronic file so we can care for you in the best possible way.

All Gateway Health staff, students and volunteers have strict rules to follow to keep your information private.

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

- 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
- Times when a condition means a client is unable to make decisions

How can I make a complaint about privacy?

If you want to make a complaint please talk to a staff member or fill out the feedback form available online at gatewayhealth.org.au/contact-us/feedback and at reception at all of our offices.

Or you can contact:

- Office of the Australian Information Commissioner
W: oaic.gov.au
T: 1300 363 992
- Health Complaints Commissioner
W: hcc.vic.gov.au/public
T: 1300 582 113

