

Your Privacy

What happens to your information?

We keep a health record for all families including children, who access our service. The record contains family contact information and care details. This record is kept up-to-date and held securely. We keep records for a specific number of years and then the record is securely destroyed. QEC have strict policies and procedures about the use of health information as well as a code of conduct which includes confidentiality.

We collect information to provide the best possible care for your family. If you choose not to tell us important information, it may affect the quality of the care that we can provide. We ask that you provide accurate and complete information for the safety of you and your family.

Who has access to your information?

All employees providing your care have access to your health records. We will only provide information to other services with your consent or if required by law. At times files will be audited by authorised personnel to ensure that the information is accurate and complete. Your personal information is not collected or recorded during audits.

As necessary, de-identified information from health records may also be used for employee development, program reviews, future planning and evaluation. Information from your health record will only be used for research purposes with your consent and if the project has been approved by an ethics and research committee.

For your security, QEC's Noble Park site has CCTV cameras in public areas.

How can you gain access to information about you?

In accordance with the Health Records Act 2001 (VIC) you have the right to request access or correction to your health record. A fee may be charged for this service. Requests can be made in writing to: The QEC Privacy Officer via email to theqec@qec.org.au or mail to 53 Thomas Street Noble Park 3174.

Your Rights

Your rights are described on page 2 (please turn over). Our 'Feedback Form' has more information about your rights and responsibilities while with QEC.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights