

Important Information for Clients



Services for Healthier Communities

1300 552 509 **www.linkhc.org.au**

Rights & Responsibilities

What you can Expect from Link Health and Community

Your Rights

As part of your health care and according to your rights under The Australian Charter of Healthcare Rights and the Victorian Charter of Human Rights and Responsibilities, you can expect the following:

Access, Safety and Respect

- To receive high quality, safe and appropriate health care
- To be treated with dignity, respect and consideration of your individual needs, culture, values, beliefs and personal characteristics without discrimination or judgment
- To receive prompt responses to questions or concerns you raise about your health care
- To access the wide range of services available through Link HC

Communication and Consent

- To only receive care or treatment for which your informed consent has been given. Parents/guardians have rights in relation to the treatment of children. These can be discussed with your health professional
- To be informed of any fees associated with your care
- To receive information in a language and format most appropriate to your needs
- To receive information on all service and treatment options available to you so you can make informed decisions in regard to your health care
- To receive an explanation of the proposed treatment or service so that you are clear about what is involved and what, if any, risks exist
- To refuse treatment/service from a student or to participate in any research project
- To refuse a service or withdraw from participation in a service or treatment program without prejudice. You may commence or resume services at an appropriate time for you
- To have the right to provide verbal or written feedback, or to make a complaint about any service you receive without fear of retribution or withdrawal of service
- If you are unsatisfied with the outcome of your complaint you have the right to apply to the Health Complaints Commissioner on 1300 582 113 or the National Disability Insurance Agency (NDIA) Complaints Service on 1800 800 110

Rights & Responsibilities

Participation and Advocacy

- We respect your right to make decisions and choices about your care or health service planning and we encourage participation in your care
- To invite an advocate to represent you and be involved in your care and treatment. This may be your spouse, partner, relative, friend or someone you know from an organisation
- To use a public advocate supplied by The Office of the Public Advocate (OPA). Contact them on 1300 309 337

Privacy and Confidentiality

In accordance with the Health Records Act 2001 and Privacy Act 1988:

- To have your personal privacy, personal information and health record maintained in a confidential, accurate and complete manner
- To request access to and correction of personal information. Note: Link HC uses de-identified health information for the purposes of funding, research, evaluation and statutory recording requirements. In the event of an incident or injury Link HC may be required to use identified health information

What Link Health and Community Expects from You

Our health services are provided in partnership with you to achieve high quality and safe care.

To ensure that we may provide you with safe and high-quality care, you have a responsibility to:

- Provide, to the best of your knowledge, relevant and accurate information that will assist your care or treatment
- Participate in your agreed health care or treatment plan
- Notify your Link HC clinician if there has been a change to your health or treatment during your care
- Ask questions of relevant staff so you can make informed decisions about your health care
- Keep your appointments, or tell us if you need to cancel
- Respect the privacy, needs and dignity of others by being courteous and considerate
- Act safely and follow instructions while using our services/programs
- Pay the fees you have agreed to pay
- Supervise your children for their own safety and the consideration of other patrons at all times. Link HC is not responsible for unattended children

Link HC has policies that everyone is required to follow; these include:

- No photos, filming or digital records of any form to be taken of treatments or procedures
- No smoking
- No alcohol, illicit drugs or unidentified prescription drugs may be brought on to or consumed on the premises. Anyone who is intoxicated or affected by drugs may be refused service
- No weapons on premises

Link HC has the right to refer consumers to other agencies if their behaviour presents a risk to other consumers or staff.

Collection Notice

Link Health and Community

This Collection Notice sets out the matters described in Australian Privacy Principle (APP) 5.2 (as part of the Privacy Act 1988 (Cth)) as they relate to Link Health and Community Limited ACN 136 877 702 (which, for the purpose of this Privacy Policy includes any of its Related Bodies Corporate, as that term is defined in the Corporations Act 2001 (Cth)) (Link HC, we, us, our), when we collect personal information about you.

1. Purpose of Collection

If you are patient or client (or a potential patient or client) of Link HC we collect your personal information primarily to determine your eligibility for services, the type of service and treatment you require, your priority for treatment and care and to determine the fees to be charged. If you are a patient or client of Link HC, in many cases we are required by the health and medical laws (including in some circumstances the Health Records Act 2001 (Vic) and the National Disability Insurance Scheme Act 2013 (Cth)) to collect certain information about you.

We also collect your personal information to:

- Provide you with the goods, services and information that you request from us
- Provide you with information about our programs and services
- Suggest Link HC products and services to you
- Manage our relationship with you

If it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the above primary purposes, we may also use or disclose your personal information to:

- Assist you with enquiries or complaints
- Develop and improve our client service and relationships
- Promote, advertise and market any of our products and services, including to invite you to events or activities hosted by Link HC
- To comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our clients and enforce our agreements with third parties such as your employer
- Inform you of developments at Link HC and other services that we can provide

We may use information collected through our website for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are using our website.

Direct Marketing

With your consent, we may use your name and email address for direct marketing purposes. Where possible, we will provide you with a choice to opt-out of any of our marketing communications. We will respect your request to decline to receive these marketing communications.

2. How we Collect Personal Information

In the course of providing you with products and services, Link HC collects personal information in a variety of ways. Unless it is unreasonable or impracticable to do so, we collect your personal information from you directly, or from the person who is legally responsible for you (i.e., your parent or guardian). In some cases however, we will collect information about you from a third party. For example, we may collect personal information about you from referring service providers (such as general practitioner practices, hospitals etc.).

At the time of collection, or as soon as practicable after we have collected it, we will take such steps as are reasonable in the circumstances to notify you of the collection and of any matters relevant to the collection, unless it is obvious from the circumstances that you would know or would expect us to have the information.

Link HC may collect personal information about you when you:

- Become a patient or client of Link HC
- Make an enquiry about our services or programs
- Engage with our business and its employees in the course of receiving services from us
- Visit our website, www.linkhc.org.au
- Asked to be placed on one of our mailing lists or provide us with feedback
- Supply goods or services to Link HC

We will take reasonable steps to let you know when we have collected your personal information, unless it is obvious from the circumstances that you would know or would expect us to have the information.

Our Privacy Policy (which can be accessed at www.linkhc.org.au/privacy) sets out the types of personal information (including sensitive information) that we may collect about you.

3. Consequences if Personal Information is not Collected

If you are a patient or client of Link HC and we collect your personal information in the course of providing services to you, then we collect personal information that is also sensitive information about you. The personal information that we collect is necessary for our functions or activities and to satisfy the requirements of our funding bodies.

If you do not provide (or we do not collect) the necessary personal information, we may not be able to provide you with the services or information that you have requested from us.

4. Sharing of your Personal Information

If you are a patient or client of Link HC, we may disclose your personal information when referring internally between health professionals, or externally when referred to external service providers after obtaining your consent to such disclosure.

Privacy

We may also disclose your personal information to:

- State and federal government departments and agencies, including Victorian Department of Health and Human Services (DHHS), Dental Health Services Victoria (DHSV), Family Safety Victoria, Commonwealth Department of Veterans Affairs (DVA) (where our provision of services to you is connected to an agreement with those government departments)
- Members of your family and/or your carer, where appropriate
- External providers of services that we may use to operate our business and manage our business systems (for example, this may include file storage service providers, database and mailing service providers, marketing service providers, couriers and/or freight service providers, printers, call centres, providers of payment processing and identity verification services and IT technicians who may need access when providing on-site support (although it is our practice for them to work under supervision))
- Our professional advisors and agents
- Our existing or potential agents, business partners or partners

In some cases we are authorised by law to disclose personal information about you.

If you are subcontractor to Link HC for services provided in connection with funding received from DVA, your personal information may be disclosed publicly by DVA.

We are not likely to disclose information to overseas recipients unless it is with your consent, or the disclosure is required or authorised by law.

Link HC also uses de-identified personal information during Link HC's yearly audit processes to ensure quality data protection, and de-identified data may be shared with government departments such as DHSV, DHHS and DVA.

5. Privacy Policy

Our Privacy Policy (which can be accessed at www.linkhc.org.au/privacy) contains information about how you may access the personal information that we hold about you and seek the correction of such information, if you believe it to be incorrect. The Privacy Policy also contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint.

6. Contact Us

Our contact details in respect of any issues in relation to privacy are:

Telephone: 1300 552 509

Email: linkhc@linkhc.org.au

Post: Attn: Privacy Officer

Link Health and Community

1 Jacksons Road, Mulgrave VIC 3170

To leave feedback, you can fill out one of our Feedback forms (available at reception or in our waiting room).

Once you have completed this form you can:

Place it in a:

Feedback box (located at all our sites)

Post it back to:

Feedback

Link Health and Community

1 Jacksons Road, Mulgrave 3170

Email it to:

feedback@linkhc.org.au

Or you may prefer to contact us by:



1300 552 509



www.linkhc.org.au



@LinkHealthCom



/LinkHealthCom



Speaking with our staff members

You may also contact the Health Complaints Commissioner on 1300 582 113 or the National Disability Insurance Agency (NDIA) Complaint Service on 1800 800 110.

We encourage your feedback and thank you for helping us to improve our service.

About Us

Link Health and Community is a not-for-profit organisation that provides medical, health and support services to improve the health and wellbeing of people in the east and south east of Melbourne.

Contact Us



www.linkhc.org.au



1300 552 509



Email: linkhc@linkhc.org.au



Mail: 1 Jacksons Road, Mulgrave 3170



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Locations

Inner East Melbourne

Chadstone | Batesford Reserve, 94 Batesford Road, Chadstone 3148

Clayton | First Floor, 9-15 Cooke Street, Clayton 3168

Glen Waverley | 2 Euneva Avenue, Glen Waverley 3150

The Glen Shopping Centre | Shop 102, 235 Springvale Road, Glen Waverley 3150 (Located in Priceline Pharmacy)^

Mulgrave (Head Office) | 1 Jacksons Road, Mulgrave 3170

Oakleigh | 8-10 Johnson Street, Oakleigh 3166^

Oakleigh Recreation Centre | 2A Park Road, Oakleigh 3166

Vermont | 607 Canterbury Road, Vermont 3133#

Bayside

Brighton | 88 Asling Street, Brighton 3186^

Outer East Melbourne#

Mooroolbark | Rolling Hills Family & Children's Services Building, Landscape Drive, Mooroolbark 3138*

Yarra Junction | Upper Yarra Family Centre, 2444 Warburton Highway, Yarra Junction 3797*

Inner Gippsland#

Drouin | 8-9 Commercial Place, Drouin 3818*

Leongatha | 46 Koonwarra Road, Leongatha 3953*

Traralgon | 1st Floor, 7 Post Office Place, Traralgon 3844

^ Doctors (GPs)

NDIS Early Childhood Early Intervention (ECEI)

* By appointment only

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Link Health and Community acknowledges the support of the Victorian State Government

