



## Your Privacy

### What Happens to your Information?

When your family uses OEC services, we create a health record for each family member that uses the service. This includes contact details and information about the care and support we give you and your children.

### 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. If we don't have full or correct information, it may affect the support we can offer.

### Who has access to your information?

QEC staff involved in your care can access your family's records. We only share information if you give us permission or if required by law, such as when someone's safety is at risk.

Sometimes files are checked by trained staff to make sure they are accurate. Your personal details are not copied or collected during these checks.

We may also use de-identified (anonymous) information for training, planning or improving our programs. If any information is used for research, we will ask for your consent first.

Our Noble Park site has CCTV in public areas for safety.

### How can you gain access to information about you?

Under the Health Records Act 2001 (VIC) you have the right to ask to see your health record or to have it corrected if something is wrong. There may be a small fee for this service.

Requests can be made in writing to: The OEC Privacy Officer via email to [theqec@qec.org.au](mailto: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

## 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.



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## 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