

## Your Privacy

Wuchopperen Health Service Limited (Wuchopperen) collects personal information from you (the client) for the primary purpose of providing high quality, culturally safe, holistic, client- centered care. We collect your personal information at our services, programs, and initiatives.

### What information we collect

The information collected for your client record will vary across our Services.

For Healthcare, information includes:

- Your name, address and contact details
- Medicare number for identification for claiming purposes. Healthcare identifiers, such as Department of Veteran Affairs or Health Care Cards
- Medical information, including your history, medications, allergies, adverse events, test results, x-rays, scans, medical reports, surgical or clinical notes, relevant social and family history and risk factors.

For other Programs, information may include:

- Your name, address, contact number, relevant family and kinship details, needs and background.

## Contact us

Wuchopperen Opening Hours:

Monday, Tuesday, Thursday,

Friday 8am to 5pm

Wednesday - 8am to 1pm

### Manoora

6 Moignard St, Manoora QLD 4870

PO BOX 878, Manunda QLD 4870

P: (07) 4080 1000

F: (07) 4059 1966

E: [enquiries@wuchopperen.org.au](mailto:enquiries@wuchopperen.org.au)

### Edmonton

7 Stokes St, Edmonton QLD 4869

PO BOX 486, Edmonton QLD 4869

P: (07) 4040 3100

F: (07) 4051 1558

E: [enquiries@wuchopperen.org.au](mailto:enquiries@wuchopperen.org.au)

## Translating and Interpreting service

If you require assistance with contacting the above services or require translation, please call the Translating and Interpreting Service (TIS) on 13 14 50.

## Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

Please note that your choice to remain anonymous may impact billing, recalls and reminders. Contact us for further information

## Complaints

If you're not satisfied with the management of your personal information, please refer to the Wuchopperen Complaints Process on our website. Further assistance may be sought by contacting the Manager, Quality, Compliance & Risk.

P: (07) 4080 1000

E: [quality@wuchopperen.org.au](mailto:quality@wuchopperen.org.au)

## How we collect your information

Your information can be collected by several different ways including:

- Client registration and consent form
- Consultations
- Emails and written correspondence
- Telephone conversations
- Voice messages
- Third parties (e.g, medical practitioners or other health service providers or Centrelink)

## Why we collect your information

Your personal information collected may be used for the following purposes:

- Administrative purposes in running our service. This includes compliance with insurance requirements.
- Disclosure of specific personal information to employees and other professionals involved in providing your ongoing care and limited to personal information that impacts on care or when a formal consent is not appropriate or required.
- Use of de-identified client information (i.e. with my name and personal details removed), may be used by Wuchopperen for the purpose of improving care, clinical audits, quality assurance, endorsed research and reporting requirements.
- Investigate, respond to or defend claims made against, or involving Wuchopperen; and
- To notify you of the services that we provide and other services which may be offered by other service providers.

The law also allows or requires your information to be disclosed to other third parties for example:

- to State and Commonwealth government agencies for statutory reporting purposes, such as to report infectious diseases, cancer, and other notifiable diseases, to report births and deaths, and to provide Medicare details.
- to researchers for public interest research projects as approved by a Human Research Ethics Committee.
- to other health services or law enforcement agencies, such as the police, if you provide us with information relating to a serious crime, including serious assault, domestic violence, or child abuse.
- to other agencies where the information relates to the safety, welfare or wellbeing of a child or young person.
- to comply with a subpoena or search warrant if your health information is required as evidence in court. For further information contact us at [quality@wuchopperen.org.au](mailto:quality@wuchopperen.org.au)

## How to access your information

We provide copies of our Privacy statement, free of charge, for you to access by hard copy on request or on our website. To access your personal information, email [rfi@wuchopperen.org.au](mailto:rfi@wuchopperen.org.au).

If you believe the information we hold about you is incorrect or an error has been made, please let us know and we will update your client record.

## How we keep your information protected

Your records are private and confidential. We collect and manage your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy and Principles (APP2) and Wuchopperen Policy.

Personal health information collected in the provision of services is contained and stored in a secure electronic Client Health Record.

Access, use and disclosure of your personal information may only be by authorised persons; the access by the authorised persons must be for a lawful purpose and only in connection with the purpose for which the personal information was collected. All reasonable steps are taken to ensure the security of personal information held by the electronic storage is backed up daily.

## What say do you have 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.

You can withdraw your consent at any time, either in writing or verbally. Your withdrawal of consent will be recorded on your file.

Talk to us if you wish to change or cancel your consent.