Help in your language

We can arrange interpreters to help people who speak little or no English or whose first language is Auslan (Australian Sign Language). This service is free.

Please talk to your service provider if you need help.

Confidentiality

You have the right to expect that the information you share with us will be kept confidential.

Let us know what you think

Listening to your feedback helps us improve our services. If you want to give a compliment, complaint or suggestion, please:

- Fill in a **Consumer Feedback form** (available at all reception areas)
- Send us an email **hello@glch.org.au**
- Fill in our online feedback form at **glch.org.au/get-involved/feedback/**
- Talk to one of our staff.

If you are unhappy with how your feedback has been dealt with, you can contact the Health Services Commissioner.

Telephone **1300 582 113** or visit **hcc.vic.gov.au**

Your information, it's private



We acknowledge the traditional owners and custodians of the lands and waters where we work and live. We celebrate the diversity of Aboriginal and Torres Strait Islander people, their continuing culture and enduring connection to country, and pay respect to Elders past and present..

Everyone is welcome at GLCH. We are committed to including all people, embracing diversity and eliminating all forms of discrimination.

GIPPSLAND LAKES COMPLETE Health

Oct 2025

GIPPSLAND LAKES COMPLETE Health



What information do we collect about you and why?

We create a client record for you when you use one of our services.

Your name, address, phone number and information about you and why you used our service is recorded in our secure database.

We may need to record details, like your My Aged Care, Medicare, or concession card, to check if you can receive certain services.

Each time you visit us, we add new information to your record.

This information helps us treat and care for you in the way that suits you best.

With your permission, we may use your de-identified information in research or evaluation projects to help improve our services.

Please ask us if you'd like to know more.



How will your information be protected?

We have strict rules that make sure your information is stored securely.

Your information is also protected by law.



Who sees your information?

Your information can only be seen by our staff involved in your care.

We will not use or share your information unless it is needed for legal reasons, or you want us to share it with someone else.

Sometimes, the government department funding your care may also see your information. They may contact you to ask you how satisfied you are with the services you have received.

Your information may be shared without your consent if there is a serious threat to someone's life, health, safety or welfare, or a child's wellbeing is at risk.



Can I see my information?

You have the right to see your information and to ask for it to be changed if needed. Please ask to speak to our Privacy Officer for more information.



What if I am unhappy about the way my information is handled?

You can talk to our Privacy Officer by telephoning **5155 8300**.

If you are still unhappy, you can contact the Health Services Commissioner by telephoning **1300 582 113**.