



**WORKERS HEALTH CENTRE**  
People | Recovery | Work

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## Privacy and Confidentiality

### **Collection of private and sensitive information.**

In order to provide high quality care the Workers Health Centre needs to collect personal and sensitive information from clients and patients. Personal information is any recorded information whereby your identity may be ascertained. This information can include, but is not limited to, your name, date of birth, address and contact details and information specific to your injury, health and to the services being provided to you.

The primary purpose of collecting your information is to provide you with the requested service. We may also use your personal information to advise you of services that we offer.

At all times we endeavor to collect only information that is necessary to the delivery of quality services. Your written consent for the collection of private and sensitive information will be sought before we can proceed with our service.

### **Access and correction**

The Workers Health Centre will endeavour to ensure that all the information we collect about you is accurate, up-to-date and complete. You have a general right of access to your file and the information we have collected about you. You may request access to view your file and correct or update any incomplete, incorrect or out-of-date information. There are circumstances in which before giving you access to your file we may need to remove information. This might include where information has been provided by a third party on a confidential basis or if disclosure of your health information may cause serious physical or mental harm to you or another person.

### **Data security**

The Workers Health Centre takes all reasonable steps to protect personal and private information from loss, misuse and unauthorized access. Client files are kept in locked filing cabinets or in the case of closed files, secure storage. Computer data is protected with confidential passwords. Our offices are located in a secure building. Access to private and personal information cannot be gained over our website.

### **Use and disclosure**

At the Workers Health Centre we respect your right to decide how your personal and private information is used. This information will not be discussed or disclosed to a third party outside the organisation unless:

- i. you have consented in writing to the disclosure, or
- ii. the disclosure is necessary and you are unable to give consent, or
- iii. we are legally obliged to disclose the information e.g. the notification of infectious disease or court subpoena, or
- iv. the information is necessary to obtain Medicare payments or other payments and rebates, or
- v. there is an overriding public interest in the release of the information.

### **Identifiers**

In the provision of services we may require you to disclose Commonwealth government identifiers such as your Medicare or Veterans Affairs number. The Workers Health Centre does not use these identifiers for any purpose other than the purpose for which they were issued.

## **Anonymity**

Individuals can access a number of the services and resources provided by the Workers Health Centre without having to provide any personal or identifiable information.

Accessing our website, using the library or seeking general information does not require the recording of any personal information by the staff of the Health Care Centre. Similarly, addresses are not retained once replies have been sent to email or postal inquiries.

## **Complaints**

This leaflet aims to explain clearly how personal information about you is recorded and managed by the Workers Health Centre. If you have any concern regarding the privacy of your information or would like more information about the Workers Health Centre's privacy policy you can speak to any member of staff.

If you have a complaint about the Workers Health Centre in relation to its privacy and confidentiality policy and procedures, handling of any matter that deals with the privacy and confidentiality of your personal information, The Workers Health Centre has a number of options for you to make a complaint.

1. Complete a making a complaint form – there is information about this at the Reception desk.
2. You may wish to speak directly to the CEO of the Workers Health Centre about your issues or concerns
3. The Workers Health Centre has a feedback form located in the reception area of the Centre – complete the feedback form and indicate your personal concerns in the appropriate section of the form. If you wish to have the CEO contact you personally, complete your details on the form.
4. You may wish to use an external source to lodge your complaint – such as WorkCover, the Privacy Commissioner or the Health Care Complaints Commission

If you have a complaint regarding the way the Workers Health Centre has managed your information you are encouraged to make an appointment with the CEO to discuss your concerns.

## **Breaches of the Privacy**

Complaints about breaches of privacy can be made to the Federal Privacy Commissioner. The Commissioner can investigate, conciliate and, if necessary, make determinations about complaints.

Office of the Federal Privacy Commissioner  
1300 363 992 (hotline)  
[www.privacy.gov.au](http://www.privacy.gov.au)