



Help in your language

GLCH can arrange interpreters free of charge to assist customers who speak little or no English, or whose first language is Auslan (Australian Sign Language).

For more details, please contact your service provider.

Confidentiality

All clients have the right to expect that information provided will be kept confidential. For more information, please refer to the brochure 'Your Information - It's Private'.

Let us know what you think

Listening to customers is important as it helps us improve our services. Customers wishing to provide compliments, complaints or suggestions can do so by completing our Consumer Feedback brochure (available at all reception areas) or by emailing feedback@glch.org.au

If you do not believe that your concerns have been dealt with adequately, you may contact the [Health Services Commissioner](#).

Level 30, 570 Bourke Street
MELBOURNE VIC 3000
Telephone: 8601 5200 or
Freecall: 1800 136 006
Fax: 8601 5219



Sites around East Gippsland

Bairnsdale

281 Main Street
Bairnsdale, Vic, 3875
Phone: 03 5152 0052
Fax: 03 5153 1087

Bruthen

Main Street,
Bruthen, Vic, 3885
Phone: 03 5157 5744
Fax: 03 5157 5749

Lakes Entrance

18-26 Jemmeson Street,
Lakes Entrance, Vic, 3909
Phone: 03 5155 8300
Corporate Fax: 03 5155 4057
Medical Fax: 03 5155 2119

Metung

100 Kings Cove Boulevard
Metung, Vic 3904
Phone: 03 5155 8300
Fax: 03 5155 2119

Email

contact@glch.org.au

Website

www.glch.org.au



Your Information - It's Private



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What information do we collect about you and why?

When you access a service provided by GLCH, a client record is created. It includes your name, contact details and information about your health. Information from all the services that you access is stored in your client record and new information is added each time you visit.

The information you give us helps us provide you with the most appropriate care, support and treatment. We may also use the information to better manage and plan our services. In this situation, your personal details are removed so you cannot be identified.

Who else sees your information?

Your information can only be accessed by GLCH staff involved in your care. Otherwise, we will only release information about you if you provide consent or if required by law, such as in an emergency situation to aid treatment.

What say do you have about what happens to your information?

You have the right to choose not to share some of your information or restrict access to your record, but it may affect our ability to provide you with the most appropriate care. Please talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting your privacy. Your information is also protected by law.

We have strict confidentiality and privacy policies and ensure your information is stored securely.

Can you access your information?

You have the right to request access to your information and to ask for it to be corrected if necessary. Please contact our Privacy Officer for more information.

What do I do if I have concerns about the way my information is being handled?

You may contact the Chief Executive or Privacy Officer by telephoning 5155 8300.

If you are not satisfied with the outcome of this contact you may make a formal complaint to the Health Services Commissioner on 03 8601 5200.

Any other questions?

If you would like further information, please contact our Privacy Officer on 5155 8300.