



Connect **in** Gippsland

conversation ◦ collaboration ◦ choice

How We Protect Your Privacy



If you have any concerns, please talk to us directly by contacting the coordinator in your area, or email:
connectingippsland@gippscasa.org



Connect in Gippsland has a responsibility to keep your personal information private and safe

- When you see us, we will ask you for some information. We may ask for:
- Your personal details.
- Details about what support you are looking for.
- Information that helps us to make a plan together to connect you to services.

How to contact us

Telephone/ text

Inner Gippsland: 0484 568 031

Outer Gippsland: 0477 979 933

Email

connecting Gippsland@gippscasa.org

Post

PO Box 1124, Morwell VIC 3840

If you are unhappy after talking with our service, you can contact the Victorian Privacy Commissioner on 1300 666 444, who will look at your complaint.

Other ways we use your information

- We must share information about our service with funding bodies.
- We do not share any information that identifies you or anyone you have talked about with us or has used our service.
- The Victorian Health Records Act (2001) and the Information Privacy Act (2002) says that we must keep your information.
- You can make changes to your file if you think there is a mistake or information is not right.

My file and information

- You can talk to us if you want to see your file. You can write why you want to see it, and provide a copy of your ID. This helps us to keep your file safe.

How is your information kept safe

- By ensuring we following legal rules about how to keep your information safe.

What if I am unhappy with how my information is handled?

- It is important to us that your information is treated with respect and is safe.
- If you think this has not happened you can talk to us.

Face to face

Over the phone

Send an email

Send a text

Write to us

Where will the information be kept?

- We will keep the information we collect in a locked filing cabinet if it is on paper.
- We will keep information on a computer which is password protected.

Who can see my files?

- The person who is working with you. We will not share your information without your permission, or knowledge, unless you or someone you care for is unsafe.