

Complaints

All privacy complaints are taken seriously. If you have any concerns, queries, or wish to access your health information, please contact:

mecwacare Privacy Representative
1287 Malvern Road
Malvern Vic 3144
P 03 8573 4888

We welcome your suggestions to improve our system at any time.

If we do not fulfil our privacy obligations or you are not satisfied with the response from our Privacy Representative you have the right to lodge a complaint with the Chief Executive of mecwacare.

Chief Executive
mecwacare
1287 Malvern Road
Malvern Vic 3144

If after a reasonable amount of time your issue is still unresolved, you have the right to take the matter up with one of the following.

For Residential Services:

- Aged Care Complaints Scheme

For all other services:

- Health Services Commissioner
- Australian Information Commissioner

Do you need an interpreter?

Interpreting services can be arranged by contacting the Translating and Interpreting Service (TIS National) on 131 450.

Corporate Services

1287 Malvern Road
Malvern Vic 3144
P 03 8573 4888
F 03 8573 4887
qrmanager@mecwacare.org.au

Privacy Statement

Freecall 1800 163 292
www.mecwacare.org.au



Home Nursing and Care Services • Residential Services
• Community Services • Disability Services • Community
Housing Services • Opportunity Shops

mecwacare

About mecwacare

mecwacare provides residential and care services for more than 11,000 older people and people with disabilities each week across metropolitan Melbourne and regional Victoria, and has more than 1500 employees and 350 volunteers.

Our organisation offers:

- Home Nursing and Care Services and Home Care Packages throughout Melbourne and regional Victoria
- Residential care facilities in Malvern, Glen Iris, Prahran, Richmond, Mornington, Mont Albert North, Box Hill, Hamlyn Heights, Westmeadows, Terang and Traralgon
- Community centres in Malvern East and Pakenham, and Disability Services in Malvern East
- Community housing services in Glen Iris, Beaumaris and Sandringham
- Opportunity Shops in Malvern, Malvern East, Windsor, Hawthorn and Reservoir

Our dedicated staff provide care tailored to the needs of the individual, ensuring the requirements of clients and their families are met with consideration and respect.

Privacy statement

To ensure we provide you with the correct level of service, we need to collect certain facts about you including your name, contact details and relevant personal and health-related information. This information enables us to provide you with care and services appropriate to your needs.

Collection of information

mecwacare will only collect personal information necessary for us to carry out our work in supporting

and caring for you. In some instances, mecwacare is required by law to collect personal information.

mecwacare will provide details of:

- Why we are collecting information
- How that information can be accessed
- The purpose for which the information is collected
- With whom mecwacare shares this information
- Any relevant laws
- Any consequences for the individual if all or part of the information is not collected

Individuals will be provided the option of not identifying themselves or using a pseudonym, however this may not be practical for the appropriate delivery of care and services. mecwacare will explain the consequences for the individual if all or part of the information is not collected.

mecwacare will collect information that may be used for the purpose(s) of:

- Determining the level and type of care and services clients/residents will receive
- Provision of care and services in accordance with assessed care needs and preferences
- Determining the level of funding that residents/clients may be entitled to receive
- Determining the fees and charges payable
- Seeking specialist input into care
- Managing, funding or monitoring the service including internal and external compliance auditing

Use and disclosure

Personal information will be managed in accordance with legislation:

- We will inform you about the type of personal information that we collect, hold, use and disclose
- Only health, personal and sensitive information

necessary for mecwacare functions and activities will be collected

- We will obtain consent before collection of personal information where able
- We will take reasonable steps to ensure that any information that we collect is accurate and complete
- Personal information will not be disclosed to another person without the written consent of the care recipient

mecwacare will obtain consent before filming or photographing any client, or releasing these images into the public domain.

mecwacare will take all reasonable steps to ensure that you cannot be identified by any information needed for reporting or planning purposes.

All mecwacare employees have a duty to protect the privacy of your personal information at all times.

Your rights and responsibilities

- mecwacare will respond to requests for access to personal information within 30 days after the request is made, and reserves the right to charge a fee in line with legislation. mecwacare will advise of the outcome of a request for access and provide a reason where access is denied.
- Individuals have a right to request access to their personal information and to request correction which will be reviewed in accordance with the legislation.
- Access and correction of personal information and/or complaints related to the management of personal and sensitive information must be submitted in writing to the Privacy Representative at Corporate Services using the mecwacare template. The Privacy Representative will review the application in accordance with legislated requirements.