

Windana staff will always:

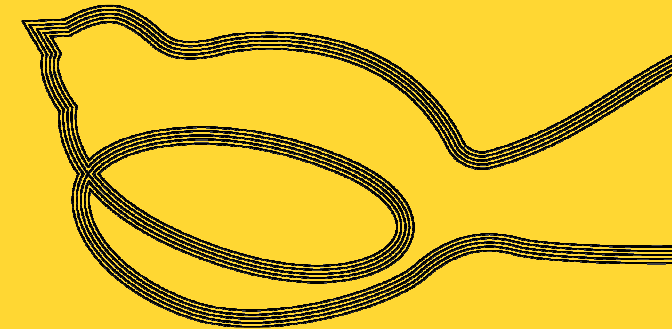
1. Identify ourselves
2. Speak plainly
3. Listen carefully to your needs
4. Treat you with respect and dignity
5. Apply our policies fairly
6. Respect your privacy
7. Inform you of your rights
8. Link you with other services that may help you
9. Not discriminate against you
10. Respect and respond appropriately to all cultures
11. Explain how we will make a decision about your enquiry or application and how long a decision will take
12. Inform you of significant program changes that will affect you before acting on them
13. Explain how you can seek a review if you are unhappy with a decision we make
14. Record information accurately and store it safely
15. Consult regularly with clients and resident groups
16. Ask how we can improve our services
17. Act on the feedback you give us where possible in accordance with program principles
18. Provide you with up to date information

We ask you to:

- Treat our staff politely and with respect
- Let us know if you cannot keep an appointment
- Tell us what you need regarding your treatment
- Provide us with accurate and honest information
- Let us know if your circumstances change or if you require further assistance



Windana and you



Windana Society Inc.
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Windana is a fully registered not for profit organisation with no religious or political affiliations
2009

Welcome to Windana

At Windana our aim is to help you achieve your goals. This brochure aims to inform you of your rights and responsibilities and to let you know how to give us feedback.

Privacy

Windana collects the following personal information:

- Medical information;
- Personal details such as name, address, age, admission/discharge dates, billing information and Medicare numbers;
- Notes and opinions generated about a patient or client by a health care provider; and
- Information about clients' or patients' physical or biological samples.

This information is collected for the following primary purposes:

- So Windana can provide appropriate support and assistance to the client;
- For use in research and planning to help Windana provide better services. (*Note: clients' consent to disclose information will be sought prior to it being passed to other services.*);
- To make an initial assessment diagnosis or treatment for a particular condition; and
- To establish a treatment program and for further treatment and care beyond the initial assessment or treatment of a particular condition.

This information is collected for the following actual or potential secondary purposes:

- For funding, management, planning, monitoring, improvement and evaluation of our health services;
- For compilation and analysis of statistics;
- For any legal proceedings;
- To monitor, evaluate and audit the provision of particular services our practice has or may have for clients;
- To manage the provision of our health service; and
- To inform a client about the result of a test.

Information collected will be shared with relevant staff of all Windana services accessed by you as a client of Windana.

Collected personal information will only be disclosed to external parties with the client's written permission or request, except as required by law (see below—Disclosure of health information).

Disclosure of health information

As part of Windana's funding agreement, the Victorian Department of Human Services and the Commonwealth Department of Health and Ageing require us to submit data which may contain health information. This information is general in nature and does not contain any personal information that may identify the individual. Unless required by law to do so, we will not disclose personal information to a third party. We will record information accurately and update as soon as possible upon receipt of your written request. Our client information is stored with due regard to privacy and security and is destroyed at the end of the statutory period of retention (seven years).

Accessing your health information

Clients are able to gain access to their health information, subject to any legal restrictions pursuant to Privacy Laws. We will provide this information within 30 days of receipt of a written request from the person to whom it pertains. Written requests should be made to the Windana Privacy Officer, PO Box 372, St Kilda 3182.

Making a complaint or appealing a decision

At Windana we take client services very seriously. Any client can make a complaint about the service they receive or appeal a decision that adversely affects them, without fear of recrimination. To make a complaint or appeal a decision, the first step is to approach any Windana staff member.

The staff member (or appropriate delegated person), will then fill out the Client Complaint/Appeal Form. You will be assisted in exercising your right to complain or appeal a decision. All complaints and appeals are documented and will be kept confidential within a 'need to know' framework. For example, the name of the person making the complaint or appeal may need to be shared with those involved with its resolution – however, this sharing of information will be done with the consent of the complainant/appellant.

You can expect a timely response to your complaint or appeal with a view to it being resolved as soon as possible.

A record of your complaint or appeal and its outcome **will not** be placed in your file.

Please also feel free to compliment Windana, as we love to hear all feedback.