

Consumer Information

FocusOne Health is a locally run not for profit organisation providing a range of programs and services that aim to raise awareness and improve health outcomes of the community.

Working in partnership with a broad range of organisations and service providers to deliver integrated and coordinated health services to the community (including General Practice, medical specialists, allied health services and state government health services).

An integrated approach is taken to support individuals in prioritising their health and wellbeing.

All programs and services can be accessed on our website www.focusonehealth.com.au.

Your Rights & Responsibilities

This document outlines your rights as a client accessing FocusOne Health services and in return your responsibilities as a client of FocusOne Health.

Your Rights

- to have your privacy, confidentiality and dignity respected at all times
- to be treated with courtesy
- to make decisions for yourself and to be encouraged to do this
- to be assisted by your worker but not pressured into a particular direction
- to not be kept waiting for any longer than is necessary
- to refuse a service
- to be treated in surroundings that allow privacy as far as possible
- to access services without discrimination
- to be informed and consulted about available services and other relevant matters relating to your care
- to be treated in a way that respects your culture and beliefs

Your Responsibilities

As a client of FocusOne Health we ask that you:

- respect the human worth and dignity of the service provider
- respect the human worth and dignity of other people accessing the service
- treat service providers and other people accessing the service with courtesy
- actively make decisions for yourself
- accept the outcome of any decisions you make
- provide feedback to FocusOne Health assisting us to improve the service
- be responsible for informing workers of any issues which cause concern, so that referral to more appropriate services may be possible



Your privacy and confidentiality when accessing FocusOne Health services

This privacy statement provides you with some information about how and when FocusOne Health collects your personal information and what it is used for. More detailed information is available on request.

In most circumstances, FocusOne Health will:

- only collect personal information about you with your consent (unless legally required or authorised to do otherwise)
- collect your personal information directly from you (where possible and practicable)
- only collect personal information about you that is necessary and relevant to the purpose for which it is collected
- use staff to collect your information who are appropriately trained and have a specific role in the purpose for which your personal information is being collected
- only use your personal information for the purpose for which it is collected or for a directly related secondary purpose that you would expect your personal information to be used for (unless legally required or authorised to do so otherwise)
- provide you with access to your personal information (unless legally required or authorised to do so otherwise)
- only disclose your personal information to a third party with your consent, or where you expect such disclosure, or where we are legally required or authorised to do so
- take reasonable steps to keep your personal information complete, current and accurate
- take reasonable steps to ensure personal information about you is kept secure.

What personal information does FocusOne Health collect?

Information that FocusOne Health collects about you includes your name, date of birth, contact details (including address, email address, facsimile, phone number or mobile phone number) and information pertinent to your care, whilst accessing services at FocusOne Health.

How and why does FocusOne Health collect information?

As a client of one of our services or programs, you have provided us with personal information so we can identify you, and maintain records about your clinical data and your participation in our programs.

By collecting information about you and any feedback about our services and program, we aim to improve our services and programs, or your experiences of our services and programs.

Use and disclosure of personal information

FocusOne Health may use and disclose your personal information for the following purposes:

- to provide a service or information that you have requested
- to measure your experience with FocusOne Health's services and programs
- if permitted or required by law
- it is necessary to prevent or lessen a serious or imminent threat to a person's life or health
- if you consent to the disclosure (this might be expressed or implied).

Limits to confidentiality

If FocusOne Health believes that you are of risk to yourself or others, or that children are at risk, this information will be shared with appropriate third parties, so as to maintain your and others safety.

More information / further questions?

Further detail is available in FocusOne Health's Privacy and Confidentiality Policy, which is made available upon request.

FocusOne Health manage the information provided by individuals and organisations in accordance with the Australian Privacy Principles as of March 2014, further information regarding these principles can be found here: <http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>