

Privacy Declaration

What information does EPC collect?

- EPC collects details from the referral source.
- Upon assessment, personal details such as your name, address, next of kin and contact details are compiled.
- Health information during your time on the program.

How will information be used by EPC?

- Information collected is for the purposes of providing you with the best possible care and treatment.
- It may be used for planning, quality improvement and research purposes. In these instances, personal details will be removed so that you cannot be identified.

How is your information used outside of EPC?

- EPC must supply a summary of information on all clients to the government department that funds our service. Information concerning your identity is also required to be sent to the Department of Veterans' Affairs to confirm your eligibility to receive benefits. EPC may be ordered to produce your records to a Court after legal proceedings have been instituted or if your capacity to make a will is being questioned.
- In order to best meet your needs, we share your information with other health providers such as your GP or other specialists or services such as hospitals. Please refer to your Consent Form for details.

How is information protected within EPC?

- Your client record is stored electronically in our Client Information Management System where it is updated regularly by EPC staff. Your record is encrypted for privacy and access is restricted to particular staff members who sign individual confidentiality agreements.
- EPC also provides you with a folder which is kept at your home in order to facilitate communications regarding your condition, treatment and medication. It is your (and your carer's) responsibility to protect the privacy of the information contained in this folder while it is located in your home. This folder remains the property of EPC and is to be returned to us.

How can you access your information?

You may telephone the Chief Executive Officer at EPC seeking access to your records via the toll-free number listed in this brochure.

Client Concerns

EPC welcomes the opportunity to resolve your concerns directly. If you are not satisfied with our response, you may wish to consider raising your concern to the **Health Complaints Commissioner** via their website, phone call or post.

🌐 hcc.vic.gov.au/make-complaint

☎ 1300 582 113

✉ **Health Complaints Commissioner**

Level 267, 570 Bourke Street
Melbourne Victoria 3000



Palliative care. Living well every day.

🌐 epcvic.org.au ☎ 1300 130 813



Eastern Palliative Care Ltd acknowledges the support of the Victorian Government.

Important Information for New Clients



Palliative care. Living well every day.

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Please read the information in this brochure carefully as your full understanding and **consent is required before** commencing the use of Eastern Palliative Care's services.

Consent for Care

The following information is provided to enable you to give informed consent to services being offered by **Eastern Palliative Care (EPC) Association Incorporated**. Your consent is required for us to provide palliative care to you.

Please read the information included in this brochure **before signing the enclosed Consent Form** which will be required at the time of assessment.

EPC may, at times, send you information about our service or activities. If you do not wish to receive information from EPC about our activities, **please ring 1300 130 813** and ask to be removed from our mailing list.

If you require further information about our services at any time, please telephone 1300 130 813.

Staff Safety

Our staff safety is non-negotiable.

Aggression or violence towards staff in any form (racial, verbal or physical) is never ok. To maintain a safe work environment for our staff, we regularly assess how our service is delivered. We may adjust our service provision in certain circumstances to ensure the safety of our staff.

Child Safety

EPC takes child safety seriously.

Palliative Care services provided to children are delivered to the same high standards as all other clients. EPC has additional measures in place to ensure a child safe culture is embedded and practiced within the organisation. All staff have a current Police Check and all clinical staff have a Working with Children Check.

What can you expect from EPC?

- Care, compassion, respect and to be treated with dignity at all times.
- Safe and high quality care.
- To be informed about services, treatments and any costs in a clear and open way.
- The right to be included in decisions and choices about care and assistance and freedom to make informed choices about care.
- Clear and understandable information.
- Request for your consent to provide care.
- The right to cease any aspect of care without prejudice.
- Sensitive care regardless of gender, marital status, religious or cultural beliefs, disability, ethnic background, age, sexual orientation or economic status.
- Respect for your ethnic, cultural and religious practices.
- Access to interpreters in the language of your choice.
- Confidentiality of your information.
- Freedom to express concerns about your care and information about complaints procedures.

At times, a student may accompany a visiting staff member for teaching purposes. Your verbal consent will be requested at this time.

What EPC expects from you

- Information regarding your health to the best of your knowledge and ability.
- To inform staff if you are not happy with the service.
- To question any aspect of care that you do not understand.
- The behaviour of clients, carers, relatives and friends is reasonable and respectful towards our staff and volunteers.
- Respect and care for any special equipment on loan.
- To provide a safe environment for staff and volunteers visiting your home. This includes ensuring that pets are controlled during our visits.
- To take responsibility for providing, storing and disposing of prescribed medication.
- To advise us of your particular cultural needs or issues, including the need for an interpreter.
- To respect the health of staff and refrain from smoking during our visits.

Equipment may be requested by EPC staff to assist with care provision. If essential equipment (eg: hospital bed) is not provided, this may result in limited provision of services.