

Giving a Compliment or Making a Complaint

Your feedback is very important to us – it helps us to improve our services as well as letting us know when we are doing a good job.

If you wish to offer a compliment, you can tell a member of our staff or let us know in writing.

If you are unhappy about any aspect of our service or have an idea for improvement, please let us know by either speaking with a staff member or by writing to our CEO.

Diabetes Tasmania

Diabetes Tasmania is a self funded not-for-profit organisation delivering high quality diabetes education and support to all Tasmanians living with diabetes, their families and their carers.

Contact Details

Privacy Officer
Diabetes Tasmania
GPO Box 827
HOBART TAS 7000
Ph 1300 136 588
Email mail@diabetestas.org.au

Diabetes Tasmania is your local health charity supporting Tasmanians affected by all types of diabetes and those at risk. We also work with our community to help empower everyone to better health.

Health Promotion & Advocacy

Type 2 Diabetes Prevention

Diabetes Self Management

Youth Support



Live Well. Be Healthy.

Call from anywhere in Tasmania
1300 136 588

(Local call cost - may cost extra from mobiles)

88 Bathurst Street, Hobart TAS 7000
64 Cameron Street, Launceston TAS 7250

mail@diabetestas.org.au
www.diabetestas.org.au
facebook.com/DiabetesTasmania
twitter.com/diabetestas

Diabetes Tasmania

Privacy Policy



- Your Rights & Responsibilities
- Respecting Your Privacy
- Compliments and Complaints



Live Well. Be Healthy.

Your Rights as Health Consumer

At Diabetes Tasmania we respect your rights as a consumer and are committed to offering you the following:

- Provide you with access to services and information to assist you better manage your diabetes;
- Provide a safe and supportive environment for your education sessions;
- Protect your personal and medical information that you provide to us and we will take all reasonable precautions to prevent unauthorised access to that information as required by law;
- Ensure that clinical services will be evidenced based and provided by appropriately qualified health professionals;
- Assess the need for diabetes education and support services throughout the Tasmanian community and endeavour, within our capacity, to deliver these services in an equitable manner;
- Continuously evaluate our services to ensure they are of the highest standard.

If you are a Member, our commitment to you is to:

- Honour all membership benefits as described in our membership brochure where it is within our control to do so;
- Keep you informed of opportunities to be involved in the organisation;
- Regularly communicate news and other information to you;
- Welcome your feedback regarding membership and respond to you in a prompt and timely manner;
- Manage our business effectively to maintain the value of membership and associated services.

Your Responsibilities as a Health Consumer

As a consumer of the health services of Diabetes Tasmania, it's your responsibility to:

- Provide up to date personal contact details and accurate information regarding your health
- Be on time for appointments and let us know if you want to cancel or change any appointments, or if you change your contact details
- Provide feedback to the organisation on your thoughts and opinions on our services
- If a Member, hold only one annual membership in any given year

Respecting Your Privacy

Diabetes Tasmania is covered by the Privacy Act 1988 (Cth) ('the Privacy Act'). New Privacy laws commenced in March 2014 that introduced new Australian Privacy Principles ('APPs'). The APPs set out the way organisations such as Diabetes Tasmania can collect, use, disclose and provide access and correction to personal and sensitive information.

We take the privacy of your personal information seriously, and the following outlines some important information.

What information is collected?

Diabetes Tasmania collects your personal and sensitive information only if you have consented to the information being collected, if the information is reasonably necessary for one or more of our functions or activities or if one of the other exceptions applies under the APPs.

Personal information collected include name, contact details and date of birth. If you are seeing a Health Professional for a consultation we may ask you about sensitive information including your medical history, medications and anything else that may be relevant, such as family history. Information will generally be collected from you but we may receive information from your

general practitioner or other health professionals involved in your care.

We only collect information by lawful and fair means and collect information in a variety of ways including forms you provide to us, phone calls and electronically via our website.

All personal and medical details are stored electronically, in a secure database.

Why does Diabetes Tasmania need this information?

We only use your personal and sensitive information for purposes which are directly related to the reason you provided us with your information in the first place and where you would reasonably expect us to use your information.

Personal details are important for us in order to be able to contact you and medical details assist our Health Professional staff to provide the optimal clinical advice and support to you. Prior to seeing the Health Professional we will ask you to sign a consent form regarding access to your personal and medical information. Please discuss with our staff if you have any questions.

How is information about me protected?

We take appropriate steps to protect your personal and sensitive Information held by us from misuse, interference, unauthorised access, modification, loss or disclosure. This includes during storage, collection, processing, transfer and destruction of the information. All Diabetes Tasmania staff are bound by a duty of confidentiality. Information will only be disclosed to those authorised Health Professionals involved in your ongoing care, as outlined in the consent process.

A copy of our Privacy Policy is available on our website. www.diabetestas.org.au.