

Giving a compliment or making a complaint

Your feedback is very important to us – it helps us to improve our services and lets 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 writing to our CEO.



Contact details for compliment or complaint:

Chief Executive Officer
Diabetes Tasmania
GPO Box 827
HOBART TAS 7000
6215 9000
mail@diabetestas.org.au

Diabetes Tasmania is your local health charity.
We work with our community to prevent and reduce the impact of diabetes.

Our Values

Quality and professionalism

Transparency

Integrity

Compassion

Respect



Call us

6215 9000 (Hobart)
6333 0233 (Launceston)

Level 7, 152 Macquarie Street, Hobart TAS 7000
64 Cameron Street, Launceston TAS 7250

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

Diabetes Tasmania

Your Privacy



- your rights and responsibilities
- respecting your privacy
- compliments
- complaints



Your rights

At Diabetes Tasmania we respect your rights as a consumer. You can expect us to:

- respect, listen and treat you fairly
- communicate clearly
- be courteous and culturally sensitive
- respond to you promptly
- protect your personal information
- be well trained
- seek your feedback
- recognise and support your needs
- work to improve our services

You can help us help you by:

- giving us enough information so we can help you
- asking questions if you are not sure
- being respectful and courteous
- giving us feedback in helpful ways



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

Respecting your privacy

Diabetes Tasmania is covered by the Privacy Act 1988 (Commonwealth) ('the Privacy Act'). The Australian Privacy Principles set out the way 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. All personal and medical details are stored in a secure database.



“Everyone’s privacy is important to us”

What information is collected?

Personal information is collected but only if you have consented for us to do this. Personal information collected includes name, contact details and date of birth.

If you are seeing a health professional we may ask you for sensitive information such as medical history, medications and anything else relevant. This information will be collected from you and your general practitioner.

We only collect information by lawful means in a variety of ways including forms you provide to us; by telephone and electronically.

Why does Diabetes Tasmania need this information?

We only use your personal and sensitive information for the direct reason you are engaging with us and where you would reasonably expect us to use your information.

We need your personal information to be able to contact you. We also need your sensitive information if you are seeing a health professional so they can provide you with the best care.

You will be asked to sign a consent form before seeing a health professional so they can access your sensitive information such as blood test results.

How is information about me protected?

We take steps to protect your personal and sensitive information. All staff at Diabetes Tasmania maintain your confidentiality and prevent your personal information from being modified, misused, lost, seen by or disclosed to unauthorised people. These steps are taken throughout the process of collecting, processing, transferring, storing and destroying your personal and sensitive information.

Please ask our staff if you have any questions about your privacy rights.

A copy of our privacy policy is available at diabetestas.org.au



Live Well. Be Healthy.