

Privacy FACT SHEET

What happens to information about you, your child and your family while you are a client of the Victorian Maternal and Child Health service?

Who are we?

We are the Victorian Maternal and Child Health (MCH) service, one of several health and welfare services in your area, all working together in partnership to meet your family's needs.

What information do we collect about you?

We keep your name and contact details on your/your child's record. Other details such as your/your child's care plan and information about the services you receive are recorded each time you visit.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about you/your child's needs, so we can care for you/your child in the best possible way.

Who else sees your information?

Your information can only be seen by the professionals in this service involved in your/your child's care. We also use the information to better manage and plan this service. De-identified information is also provided to the Department of Education and Training for planning this service. Otherwise, we only release information about you/your child if you agree or if required by law, such as in a medical emergency or as a mandated professional.

The Child Development Information System is developed and maintained by DRA Computing Pty Ltd (third party) in conjunction with the Municipal Association of Victoria (MAV) and Victorian Councils.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you/your child. If you decide not to share some of your/your child's information or restrict access to your record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to your maternal and child health nurse if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your/your child's record. The privacy of your information is protected under the Privacy and Data Protection Act 2014 and Health Records Act 2001. We treat your information in the strictest confidence and store it securely.

Can you access your information?

Yes, you have a right to request access to your/your child's information and to ask for it to be corrected if necessary.

Any other questions?

Please talk to your maternal and child health nurse if you have any other questions or complaints about what happens to your information while you are a client of the Victorian MCH service, or if you wish to access your record.