

"Working together with Youth in a positive direction"

Concerns or Complaints

Concerns or complaints may be discussed with any of the following people:

- Privacy Commissioner available at PO Box 466, Auckland.
Telephone 09 302 8680
- A consumer advisor or Health Advocate.

Further information about privacy matters is also available on the Privacy Commissioner's website: www.privacy.org.nz

You can contact us at

13 Rust Avenue
Whangarei 0110

Website:
www.rubiconyouth.org.nz

Phone: 09 438 2340
Fax: 09 438 2342

Email:
admin@rubiconyouth.org.nz

Office hours:
8.30am - 4.30pm
Monday to Friday

NORTHLAND DISTRICT HEALTH BOARD
Te Pouari Hauora A Rohe O Te Tai Tokerau



Rubicon

AOD/CEP Health Service for Youth
Your Health Information

"Working together with Youth in a positive direction"

*"Mahi tahi ki te taha o nga Taitamariki
kia kokiri nei e ratou ki mu ka rere kia
tutuki ai nga wawata me nga
moemoea."*

*"Work as one along side our youth so
that they can move forward and fly to
fulfill their hopes and dreams."*

Rubicon

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“Work as one along side our youth so that they can move forward and fly to fulfill their hopes and dreams.”

Why we are collecting information

Rubicon will ask you for information when you seek support or while you receive counselling from Rubicon.

The information is needed to:

- Identify you correctly
- To assess and provide counselling for you

How do we collect and store the Information

- We have policies and procedures that guide us how to store your health information securely.
- The information we get is mainly obtained directly from you.
- We may ask other agencies about information relevant to your counselling at Rubicon if you give us consent to do so.
- We keep the information about you electronically and in files.
- Only authorized Rubicon personnel will have access to the information about you.

Health Information Principles

The law (Privacy Code 1994) demands that the following 12 rules are followed when collecting using and storing health information. The Code covers the following:

1. The purpose for which health information may be collected
2. Who can be asked for the information
3. What we have to explain to you when collecting information
4. How we must collect the information (sensitively, privately etc.)
5. Storage and security of information
6. Your right to see the information we have about you
7. Correction of inaccuracies
8. Ensuring accuracy of information
9. How long the information is kept
10. How the information may and may not be used
11. The people to whom the information may be given

Your Access to the information

- You have the right to see the information in your electronic and paper record. It will be made available to you as soon as possible.
- You have the right to ask the Chief Executive Officer of Rubicon to see your information

Confidentiality

In order to provide you with appropriate support and counselling we may need to share or obtain information from people or agencies such as:

- Your GP or Mental Health Team, Schools, Health services
- Government agencies such as CYFS, Police or Youth Aid
- The Ministry of Health and other government agencies that require us to provide information for administrative, legal, contractual, statistical, research or public health purposes

Correction of Information

- You have the right to ask that we correct any inaccuracies in your health record.
- If you would like something corrected, please contact the manager if you are a current client of Rubicon.
- If you are not a current client please contact the Privacy Officer of Rubicon by contacting Rubicon administration.
- You may wish to provide a written outline of the corrections you would like to be made and the reasons why you think our records are inaccurate.