



## What is meant by private and confidential?

Danila Dilba respects your privacy and is committed to protecting and maintaining your personal health information. There are three main areas in which we work to protect your privacy:

- verbal information (telephone, between staff and client)
- written information (notes, pathology, results, etc.)
- visual privacy (shown respect during consultations by using gowns, curtains and screens).

## Contact Us:

Phone: 8942 5400

Email: [info@daniladilba.org.au](mailto:info@daniladilba.org.au)

Website: [www.ddhs.org.au](http://www.ddhs.org.au)

Or contact one of our clinics below:




### Darwin Clinic

32—34 Knuckey St,  
Darwin NT 0800

 **8942 5444**

### Men's Clinic


42 McLachlan St,  
Darwin NT 0800

 **8942 5495**


### Palmerston

**Health Centre**  
Unit 1/7 Royalt St,  
Palmerston NT 0800

**Health Clinic**


 **8931 5700**

**Gumilebyirra**

 **8931 5711**


### Rapid Creek Clinic

Shop 35, 48 Trower Rd,  
Millner NT 0810

 **89425350**


### Bagot Clinic

133 Bagot Rd Ludmilla  
Bagot Community  
Darwin NT 0820

 **8942 5380**

### Malak Clinic

Shop 3, 1 Malak  
Place, Malak NT 0812

 **8920 9500**

# Client **privacy** and **confidentiality**



**Danila Dilba**  
Health Service



**[www.ddhs.org.au](http://www.ddhs.org.au)**



## Consent

Staff must have your consent to provide your personal information to third parties, such as specialists, Medicare or other authorised people or organisations.

**Staff do not need consent to manage a serious or immediate threat to your health or welfare, or if they are required to by law.**

## How do we protect your privacy?

All Danila Dilba staff:

- sign a confidentiality agreement
- keep records out of public view
- ensure computer systems and software are protected
- ensure access to your information is strictly controlled
- do not give your health information to family, friends, staff or others without your consent
- never give HIV test results over the phone, it must always be done in person.

Danila Dilba must abide by Federal and Northern Territory privacy laws. Any breach of client confidentiality by staff is serious misconduct and can result in instant dismissal.

## How long are my records kept?

As required by federal privacy laws:

- archived files are stored in a safe and secure location, indefinitely
- records will not be destroyed without the permission of the treating GP or authorise Danila Dilba GP

**If you are concerned about your privacy and confidentiality please read our complaints policy.**

**Complaint forms are available at all clinics and the Danila Dilba website:**  
[www.ddhs.org.au](http://www.ddhs.org.au)