



North East Valley Division of General Practice Ltd.  
Level 1, Pathology Building  
Austin Health, Repatriation Hospital  
Cnr Banksia St & Waterdale Rd  
Heidelberg West VIC. 3081

Mailing address: c/- Austin Health  
Repatriation Hospital  
Locked Bag 1, West Heidelberg VIC 3081  
Telephone: (03) 9496 4333 Facsimile: (03) 9496 4349  
Email: [nevdgp@nevdgp.org.au](mailto:nevdgp@nevdgp.org.au) Website: [www.nevdgp.org.au](http://www.nevdgp.org.au)

## North East Valley Division of General Practice

### MEMBERSHIP RIGHTS

The right to membership of the North East Valley Division of General Practice relies on members being registered General Practitioners.

Members have the right to:

- Priority access to services and resources offered by the Division (including practice support )
- Priority access to all GP and practice staff events
- Equitable access to all services and resources regardless of country of birth, language, culture, race, religion, age, gender or practice role
- Free industrial advice from VHIA (Victorian Hospitals Industrial Association)
- Eligibility to stand for election to the Division Board and nominate for other Division committees
- Eligibility to vote in annual Board Elections

### Membership Participation

Participation is valued in the Division at member, governance and operational levels. The Board has created opportunities for member participation through the formation of advisory groups and steering committees directed to programs and services offered by the Division.

Members receive reports on the work of the Division. This is achieved through the annual report, newsletters and other communications from the Division, and through formal opportunities like the Annual General Meeting.

Participation is qualitatively and quantitatively measured by the degree to which programs and services are accessed by members, the extent and quality of integrated approaches to service delivery, audits and surveys dealing with member satisfaction and the scope and quality of third party relationships.

### Membership Complaints

All complaints and concerns received by North East Valley Division of General Practice will be dealt with in a consistent manner, enabling speedy and effective solutions. The Division has a Complaints Management Policy which recognizes the principle of the right to make a complaint, and for complaints to be treated with courtesy and respect. This policy also applies to relationships internal to the operations of the Board and Divisional staff. Communications conveying complaints, concerns or enquiries represent an opportunity to strengthen relationships and improve operations and are regarded as evidence of a positive working and service culture. If there are any issues of concern that members wish to have addressed they are encouraged to contact the CEO in the first instance at [nevdgp@nevdgp.org.au](mailto:nevdgp@nevdgp.org.au) or call 9496 4333.

For a full copy of the Complaints Management Policy, please refer to our website ([www.nevdgp.org.au](http://www.nevdgp.org.au)).

### Protecting Your Privacy

In complying with the Privacy Act 1988 (Cth) as amended, North East Valley Division of General Practice has developed a Privacy Policy governing the handling of personal information.

For further information including the relevant legislation go to the website of the Office of the Federal Privacy Commissioner, [www.privacy.gov.au](http://www.privacy.gov.au) or ring 1300 363 992.

In most circumstances, NEVDGP will endeavor to:

- only collect personal information about you directly from you
- only use your personal information for the purpose for which it is collected or for a directly related secondary purpose that you would expect your personal information to be used for
- provide you with access to your personal information (unless legally required or authorized to do otherwise).
- only disclose your personal information to a third party with your consent, or where you expect such disclosure or where we are legally required or authorized to do so.
- keep your personal information complete, current and accurate.

For a full copy of the Division's Privacy Policy and Access and Equity Policy, please refer to our website ([www.nevdgp.org.au](http://www.nevdgp.org.au)).