

# Your Personal Information: Privacy and Confidentiality



## An Easy English information sheet

Privacy means that information about you is kept safe and private.

### How we protect your privacy



We work to keep your information safe and private.

We follow rules to keep your information safe.

If we think that your information has not been kept private, we will tell you and find out what happened.



### What information we take

Information helps us support you.

Information we might collect is:

- your name



- your address



- your date of birth
- what supports you need
- what your health is like
- how you like to be supported.



We will add more to your file while you use our service.

## Who can see my information



Only the people who need to see your information will be able to.

If someone else needs to see your information, we will talk to you first.



If you agree, we will only share what the other person needs to know.

If you are hurt or sick, we might need to tell people helping you without checking first.



## I want to see my information

You can ask to see your information.



You can call Melba to see your information.



If there is information you think is wrong, you can change it.

## I am not happy or have a question about my privacy

If you have a question or complaint you can talk to:



- Your Melba House Supervisor
- Your Melba Operations Manager
- General Manager of Outcomes
- Chief Outcomes Officer.

If you are unhappy with what we do, you can call:



- Victorian Privacy Commissioner on **1300 666 444**
- Office of the Australian Privacy Commissioner on **1300 363 992**
- Disability Services Commissioner **1800 667 342**

# Your Personal Information: Privacy and Confidentiality



## A Plain English information sheet

### **How we protect your privacy**

We want you to feel confident knowing your information is in safe hands. We treat the information you give us with the utmost respect and always work to protect your privacy. We are committed to managing your information in a professional way and follow all of the privacy principles contained within the legislation.

### **What information is collected?**

We need to collect personal and health information which is relevant to providing disability support services to you. Information is added to this file throughout the time you are involved with Melba.

We use the information in your file to guide us when assessing changes in your life and in discussing support options with you. Your past history is an important part of the assessment process and is helpful for considering support options.

### **Who can see my information?**

Melba staff work as a team and our emphasis is on holistic, person centred support. As a result, it will be necessary to share information amongst the team. Your personal information will only be shared with external service providers after discussion with you and when your verbal or written consent has been obtained.

Information will only be shared as needed, e.g. some may only require name and address, others may need health related information.

Information such as age, gender, disability type, living and support arrangements may be reported to funding bodies as part of funding agreements and future service delivery planning. All identifying details are removed from this data.

In a medical emergency or in circumstances where it is impractical or impossible to seek your consent, Melba may need to share information in your file with external service providers directly involved in your care, without your consent.

Melba may be required by law to release your information to:

- Treating medical staff or hospitals in case of a medical emergency;
- Enforcement entities such as the police or government departments; or
- Courts when subpoenaed as evidence.

### **How do I access my information?**

If you require access to your file, you can make an appointment with our office to view your information. You can make changes to your file if you think the information is incorrect or misleading.

### **How do you keep my information safe?**

We keep your information safe by ensuring we follow all Government regulations for the safe keeping of information. All paper files are kept securely in locked cabinets. Some of your information will be on the computer which has a secure password to protect your information.

If Melba's information systems were ever breached, under the Australian Government's Information Commissioner Notifiable Data Breach Scheme, we must report and attempts of hacking or other types of unauthorised access.

### **What if I'm not happy with how my information is handled or I want clarification?**

If you require clarification about the information contained in this document, or if you have a concern about how Melba has managed your information you can contact your House Supervisor, Operations Manager or General Manager Outcomes or the Chief Outcomes Officer.

If you are unhappy with our response you can contact:

- Victorian Privacy Commissioner on **1300 666 444**
- Office of the Australian Privacy Commissioner on **1300 363 992**
- Disability Services Commissioner **1800 667 342**