

Correcting, altering or amending information

Ashburton Support Services takes reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and current. When personal information changes, becomes out of date, or is incorrect, we ask that the information be corrected via our twelve-monthly client/carer survey letter.

Staff members, volunteers or clients of Ashburton Support Services may at any time access (and modify if necessary) the personal information which they initially provided, or any other information which Ashburton Support Services holds about them.

We aim to respond to requests for access to personal information within 30 days.

Grievance Procedure

Staff members, volunteers, clients or carers have a right to complain about a breach of privacy. Our Privacy Officer is the Chief Executive Officer of Ashburton Support Services.

Any breach of privacy rights may be dealt with through the Privacy Officer and in accordance with our Grievance Procedure. You may ask for a copy of our Grievance Procedure.



Who to contact

You may contact our Privacy Officer by telephoning 9885 3815 or emailing: ashsupport@ashburtonsupportservices.com

If there is no satisfactory outcome, an individual can contact the Federal Privacy Commissioner by:

telephoning 1300 363 992; or

by writing to:

The Director of Complaints
Office of the Federal Privacy
Commission
GPO Box 5218
Sydney NSW 1042

We constantly review our policy and procedures to ensure that they comply with any changes to privacy laws. The Privacy Policy you are now reading is dated February 2003.



ASHBURTON SUPPORT SERVICES

296 High St
Ashburton
Victoria
3147

Phone: 9885 3815
Fax: 9885 1239

E-mail: ashsupport@ashburtonsupportservices.com

ASHBURTON SUPPORT SERVICES

Privacy Policy

Ashburton Support Services strives to act with the highest integrity in protecting and maintaining the privacy of our staff members, volunteers and clients. We are bound by the National Privacy Principles contained in the Privacy Act 1988, by the Victorian Health Privacy Principles contained in the Health Records Act 2001, and the Information Privacy Act 2000 (Vic).



**“CARING FOR OUR
COMMUNITY”**

Telephone: 9885 3815
Email: ashsupport@ashburtonsupportservices.com

Collecting information



Information which we collect will include contact details, financial details, health

information and some social/lifestyle details in line with (and for use with) the DHS guidelines and standards. We give sensitive information the extra protection provided under the law. The forms used for this purpose will be the standard HACC Interagency forms.

Personal information will only be collected if it is of relevance to Ashburton Support Services in assisting the effective delivery of services by it. Information collection processes will be fair and lawful. Information will be collected from the client/carer and/or the person making the referral. No services



Use and Disclosure of Information Collected

Ashburton Support Services uses volunteers to assist with data entry required by the Department of Human Services and the Meals on Wheels database. Volunteers may only access information of a general nature, not client files.

In most cases, when requested by another relevant HACC organisation, we will only give the personal information that you have given to us if you have indicated an interest in the organisation, or a need for additional services. Other than this, we will only pass on personal information if our Duty of Care responsibilities override privacy issues.

We may also disclose your personal information to third parties where the law requires it (such as for law enforcement purposes, or where there is a threat to a person's safety). There may be times where personal information is not required to be given by law, but Ashburton Support Services deems it important for care managers or other such professional to be informed of the information. In these instances, permission will be sought from the client/carer before disclosing the information.

Ashburton Support Services staff and volunteers may not use or disclose any information that identifies other staff members, volunteers or clients of Ashburton Support Services to unauthorised personnel.

Information will not be used for secondary purposes without the permission of the individual, unless there is reasonable expectation that such use or disclosure would be valid use or disclosure of the information or where the public interest permits.

Storage and Security of Personal Information

Only authorised personnel may access records of personal information of staff, volunteers or clients. Records are retained throughout an individual's engagement period with Ashburton Support Services and may possibly be retained for a further seven years in case of medical or legal implications. When the records are no longer required by law they are shredded.

Information is held in both computer-based and paper-based storage. Ashburton Support Services is conscientious and cautious in relation to access to computer systems, in order to prevent unauthorised access, and we encourage a 'clean desk policy' to ensure that files are stored and protected appropriately.

Staff, volunteer or client records or files may only be removed from their secure location with the permission of the Chief Executive Officer of Ashburton Support Services.

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