

**PRIVACY POLICY
GRIEVANCE PROCEDURE
AND
DISPUTE RESOLUTION**

Alamein Community Committee Inc.

Alamein Community Committee Inc. is committed to providing you with the highest level of service. This includes protecting and maintaining the privacy of our staff, 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)*.

Collecting Information

(For Adult Community and Further Education Courses)

Information that we collect will include contact details, date of birth, ethnic origin, age, gender, employment status, education level obtained, whether you hold a pension card, and information on any special needs you may have due to a disability.

This information will be used for statistical and verification purposes only by the relevant funding body. We will NOT supply you information to any other organisation.

(For other courses run at the Alamein Neighbourhood and Learning Centre).

Information that we will collect will include contact details, whether you hold a pension card and information on any special needs you may have due to a disability.

This information will be used by our staff to take your booking, and as a follow-up, if necessary, and will NOT be made available to any other organisation

(For other services run by our organisation)

Information that we collect will include contact details, date of birth, country of birth, whether you hold a pension card and information on any special needs you may have due to a disability.

This information may be needed for statistical purposes by the Department of Human Services only, however, no names will be used. This information will NOT be made available to any other organisation.

If you have any concerns about providing the information requested please speak to the **Executive Officer** of our organisation **9885 9401** who will be able to assist you and answer any questions. Please be assured that any information provided to us is kept confidential and any concerns you may raise about the way we handle your information will also be kept confidential.

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All the personal and health information we collect about you is kept secure and confidential. We respect your right to privacy and will release information about you only with your consent.

All the staff of this organisation who handle your information are required by law to respect your privacy.

Alamein Community Committee Inc. staff and volunteers may not use or disclose any information that identifies other staff members, volunteers or clients of the Alamein Community Committee Inc to unauthorised personnel.

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 involvement with our organisation and may possibly be retained for a further seven years in case of legal implications. The records of ACFE students will be retained for 30 years for verification of qualifications. When the records are no longer required by law, they will be shredded.

Information is held in both computer-based and paper-based storage. Alamein Community Committee Inc. is conscientious and cautious in relation to access to computer systems, in order to prevent unauthorised access.

GRIEVANCES

Staff members, volunteers, students and clients have a right to complain about a breach of privacy. Our Privacy Officer is the Executive Officer of the Alamein Community Committee Inc.

Any breach of privacy rights may be dealt with through the Privacy Officer and in accordance with our grievance procedure.

(Printed later in this information sheet)

You may contact the Privacy Officer by telephone on – **9885 9401**

Or in writing to:

Executive Officer

Alamein Community Committee Inc

P.O. Box 122

ASHBURTON VIC 3147

If there is not satisfactory outcome, an individual can contact the Federal Privacy Commission by telephoning - **1300 363**

Or by writing to:

The Director of Complaints

Office of the Federal Privacy Commission

G.P.O. Box 5218

Sydney NSW 1042

GRIEVANCE PROCEDURE

Privacy Issues

Any concerns regarding the process of obtaining personal information or the storage or use of this information should be discussed with our Privacy Officer – who is located in the main office, or is accessible on the telephone by calling – **9885 9401**.

Your concerns will be listened to and acted upon. Should you still feel aggrieved, you can contact the President of our Committee of Management, the contact number will be given to you by the Privacy Officer. In the unlikely situation that you are still not happy with the process, you can contact the Federal Privacy Commission at the address given in this information sheet.

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 March 2003

DISPUTE RESOLUTION

FIRST STEP (ALL DISPUTES)

The parties concerned try to resolve the issue between themselves.

If unresolved at this stage

SECOND STEP (FOR DISPUTES BETWEEN CLIENTS/STUDENTS AND A VOLUNTEER)

Refer to class/course teacher for discussion

If unresolved at this stage

THIRD STEP

Refer to program coordinator

SECOND STEP (FOR DISPUTES BETWEEN A VOLUNTEER AND TUTOR/COURSE LEADER – INCLUDING DISPUTES WITH PROGRAM CO-ORDINATORS)

Refer to Executive Officer of Alamein Community Committee Inc.

If unresolved at this stage

THIRD STEP (FOR ALL DISPUTES – INCLUDING DISPUTES WITH EXECUTIVE OFFICER)

Refer to the Alamein Community Committee Management Committee. Contact details will be given to you by the Executive Officer of the Alamein Community Committee Inc.

Should you have any queries regarding this procedure, please speak to the Executive Officer. Telephone Number – 9885 9401

