

## **Privacy Guidelines**

FlexAbility will only collect the information necessary to provide the service requested.

### **Individuals, Families and Members of the Association**

Type of information collected:

- contact details
- personal details including: date of birth, gender, income source
- information on personal issues and experiences, relationships, family background, supports people may have in the community
- areas of interest and skill levels
- relevant health information
- funding and levels of support used
- photos

Purpose for which FlexAbility uses the information:

- to provide people with the most appropriate support for their needs
- to meet any requirements of government funding
- to monitor and evaluate existing support and plan for future support
- to produce annual reports
- to comply with legal obligations
- to obtain feedback from individuals about their experiences

### **FlexAbility Business contacts**

Type of information collected:

- contact person's name and position title
- contact details
- industry
- bank details
- Australian Business Number (ABN)

Purpose for which FlexAbility uses the information:

- to provide services
- to process income and provide accurate receipts
- to pay for services
- to establish and manage partnerships
- to receive services
- to provide information about FlexAbility 's services

## People engaged with FlexAbility (employees, volunteers, applicants)

### Type of information collected:

- contact details
- personal details – eg. emergency contact person, date of birth
- country of birth, citizenship, residency and/or visa details
- details of current/previous employment or volunteer involvement
- skills and experience
- qualifications, drivers licence details
- information and opinions from referees for prospective employees
- information for a Police Check
- relevant health information - FlexAbility will advise why the information is being collected and whether and to whom it will be released.

### Purpose for which FlexAbility uses the information:

- to provide services
- to process an application to become a volunteer or employee
- to facilitate placement in an appropriate position
- to provide feedback on performance as a volunteer or employee
- to meet legislative responsibilities to all volunteers and employees
- to assist FlexAbility to review and improve its services
- to provide information about FlexAbility

## **How We Collect Information**

FlexAbility may receive some information through the referral process. We collect most of the information that is needed directly from people supported and / or their family. We collect information through various means, including by phone, interviews, meetings, forms and questionnaires. FlexAbility may also obtain personal information from a third party source if consent has been given.

## **Use and disclosure of Personal Information**

FlexAbility will only use personal information for the purposes for which it was given to us.

Internally, information will only be shared with the staff members that need to know it in order to provide quality support to the individual.

Externally, we will only share it with other parties as agreed on the consent form or application form.

### Other parties could include:

- Government departments/agencies who provide funding
- Contractors;
- Doctors and health care professionals;
- Other regulatory bodies, such as WorkSafe;

- Referees and former employers or applicants; and
- Professional advisors, including our accountants, auditors and lawyers.

Without written consent, FlexAbility will not disclose an individual's personal information to a third party unless one of the following applies:

- the individual or family has given verbal consent for an emergency or one off situation
- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process

## **Security of Personal Information**

FlexAbility will have password protection for accessing our electronic IT system. Paper files will be locked in filing cabinets. Only authorized staff members are permitted to access these details.

When the personal information is no longer required, it is destroyed in a secure manner, or deleted.

When Support Workers cease working with an individual they are required to return all documentation about the individual. When Support Plans are updated, Support Workers return the old plan.

## **Access to and correction of personal information**

If an individual or family requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes. Requests for access and/or correction should be made to the office staff.

FlexAbility will provide access by allowing people to inspect, take notes or print outs of personal information that we hold about them. If personal information is duplicated across different databases, FlexAbility will provide one printout of this information, rather than multiple printouts.

We will take all reasonable steps to provide access or the information requested within 14 days of a request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.

If an individual is able to establish that personal information FlexAbility holds about her/him is not accurate, complete or up to date, FlexAbility will take reasonable steps to correct our records.

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of FlexAbility
- access discloses a 'commercially sensitive' decision making process or information;  
or
- any other reason that is provided for in the APP's or in the Privacy Act.

If we deny access to information we will set out our reasons for denying access. Where there is a dispute about right of access to information or forms of access, this will be dealt with in accordance with the Complaints Procedure.