



INDEPENDENT
DISABILITY SERVICES



YOUR PRIVACY

Changing lives, empowering people

WE TAKE YOUR PRIVACY SERIOUSLY

The staff and management at Independent Disability Services (IDS) respect your privacy rights. We are committed to protecting the confidentiality of the information held by us.

IDS is required to comply with the Information Privacy Principles contained in the Information Privacy Act Victoria.

We are also required to comply with the National Privacy Principles contained in the Privacy Act 1988.

We comply with the privacy laws by adopting and abiding by this privacy policy. This brochure explains how we handle your personal information.

If you have any questions about privacy that are not answered below, please contact an IDS team member.



WHY DO WE COLLECT INFORMATION ABOUT YOU?

The information we collect helps us to provide services that meet your needs and requirements. We also use the information we collect to better manage and plan the services we offer.

WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We hold client records for each person receiving a service from IDS. We keep your name, contact details and your Service Agreement on your client record and the services you receive in the client file.

Other details such as your care plan, information about your personal needs, special requests and conversations you have with our team members that are relevant to the services we offer are also kept on your client record. We update this information each time we speak to you.

From time-to-time we may also collect information from other providers who may be working with you (such as health professionals, care agencies etc.) We will only do this if the information is necessary for us to provide you with the services you have requested and if you have given your consent for the information to be shared.

CAN YOU ACCESS YOUR INFORMATION?

Yes, you have a right to request access to your information. If you would like to see the information we have about you, ask your IDS team member to arrange a time when you can come to our office to view your records.

If you believe any of the information we have is not correct, you can ask for it to be corrected.

WHO ELSE CAN SEE YOUR INFORMATION?

Your information can only be seen by the IDS team members in the service involved in your support. Otherwise, we only release information about you if you agree or if we are required by law, such as in a medical emergency.

YOU HAVE A SAY IN WHAT HAPPENS TO YOUR INFORMATION?

When you become a client of IDS, you will be asked to complete a 'Consent to Collect and Release Information Form'. On this form you can tell us who we can share information with and what information we can share.

You have the choice not to share some of your information or restrict access to your client record, but it may affect our ability to provide you with the services.

If a person cannot give consent to information being shared or make a decision in relation to personal privacy, IDS will request the form be completed and signed by the person's nominated representative on their behalf.

HOW WILL YOUR INFORMATION BE PROTECTED?

The information we collect is kept in a combination of electronic records (for example, entries in our customer database) and paper-based records (such as signed consent forms that you provide us).

All IDS electronic records are held on a secure server that is password protected to ensure only IDS team members involved in the delivery of your service have access your records.

Paper-based records are kept in locked filing cabinets within our secure office.

HOW SHOULD I MAKE A COMPLAINT ABOUT THE WAY MY PERSONAL INFORMATION HAS BEEN COLLECTED OR DISCLOSED?

If you believe that we have not dealt with your personal information in accordance with the law, you may make a complaint to us. Your complaint must be in writing, and include your address and full details of the complaint.

Privacy complaints should be sent to:
The Chief Executive Officer
Independent Disability Services
Suite 3.01, Level 3, 60 Leicester Street
Carlton Victoria 3053.

You have the right to request the support and guidance of family, friends, carers and independent advocates to uphold your rights and represent you.

We will process and respond to your complaint within 28 business days from receipt. If you are not satisfied with our response, you may make a complaint to the relevant Privacy Commissioner. For more information about the complaint procedures, please contact us.

Independent Disability Services Inc.
Suite 3.01, Level 3, 60 Leicester Street,
Carlton, Victoria 3053

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IDS is committed to accessibility
of our services and information



IDS provides access to
interpreting services



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