



## Protecting Your Privacy

FamilyCare protects your privacy by keeping personal information secure from unauthorised access, use or loss.

As a FamilyCare client you will have a client record that may be stored in hard copy or electronically on a computer-based system. Only staff working with you will have access to this record.

All FamilyCare staff have a duty to keep information about you confidential. There are strict policies and processes regarding the collection, use, release and disposal of personal information. This includes the use of password controls for accessing FamilyCare files stored electronically.

Your information is used by those involved in providing services to you. If referral to other services outside FamilyCare is required, your permission will be sought.

The information may be used for planning, or quality improvement purposes but if used for these activities all personal information that identifies you will be removed.

As FamilyCare works closely with children and families, there may also be times where we may be required by law to disclose information.

**We are committed to providing you with a high quality service, which includes protecting your privacy.**

**This brochure explains the types of personal information we collect, how it is used or disclosed and how you can obtain access to your personal client record.**

### **MORE INFORMATION:**

If you have any concerns or queries about the information we collect and how it may be used please speak with the staff member you are mainly dealing with or contact the

**FamilyCare Privacy Officer on  
(03) 5823 7000**

Or you can contact

**Office of the Health Services  
Commissioner (Victoria)**

1800 136 066

**Victorian Privacy Commissioner**

1300 666 444

**Office of the Australian Information  
Commissioner**

1300 363 992



## Protecting Your Privacy



PO Box 1069  
19 Welsford Street, Shepparton. 3630  
Phone: 03 5823 7000  
Fax: 03 5831 1917

PO Box 457  
64 High Street, Seymour 3660  
Phone: 03 5735 4600  
Fax: 03 5799 0016



### What information do we collect?

When you become a client of FamilyCare we collect information to assist us in providing a service to you and/or your family or other people involved. This information includes your name, date of birth, family history and other details as required.

### How is your information protected?

FamilyCare is committed to treating your information in the strictest confidence. We will ensure records are stored securely. The privacy of your information is also protected by law.

### Who has access?

Your client record can be accessed and used by FamilyCare's staff involved in providing a service to you.

### How is my information used?

Information will be added to your record to show and record goals created, what steps have been taken and what has been achieved.

Other services outside FamilyCare may be of benefit to you and your permission will be sought before a referral is made.

There are situations where for legal or professional reasons confidentiality cannot be guaranteed; for example:

1. When a Court subpoenas records, or a worker, or both.
2. When a worker has a reasonable belief that a child is being physically, sexually or emotionally abused.
3. When a worker believes another person is at serious risk of physical harm.
4. When the client discloses a criminal act.

Where possible, the worker will discuss these concerns with you before releasing the information to an external agency.

We may use some of your personal information for planning, or quality improvement activities. Where possible we will remove any information which identifies you before it is used in this way.

We are also required to submit statistical information to Government and other funding bodies. This information contains no names.

### If you decide not to share information?

You have the right to decide not to share some of your information or to communicate with us anonymously, but it may affect our ability to provide you with the best possible service.

### Can you access your records?

You can ask to access the information FamilyCare has about you by asking a staff member or by writing to:

The Privacy Officer  
FamilyCare  
P.O. Box 1069  
Shepparton, 3632

Reasonable access to information will be provided as quickly as possible, in accordance with the law.

We will change any personal information that is inaccurate, incomplete or not current, and remove information that is not relevant.

If we refuse to provide you with access to your information we will provide a reason. If we disagree with you about what is in a record, or access to it, we will make a note about your view and keep it with the record.

### Complaints

You have a right to complain about the information we collect or how it is used. Contact the worker involved, or the FamilyCare Privacy Officer on (03) 5823 7000

### Disposal of Records

We retain information as long as the law requires and then dispose of it in a secure manner.