

PRIVACY AND CONFIDENTIALITY

SUFY recognises respects and protects the individual's right to dignity, privacy and confidentiality.

SUFY keeps records about the advocacy work that we undertake on behalf of individuals. SUFY is bound by the Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Bill 2012 (Reform Bill) and the Australian Privacy Principles which regulate how agencies may collect, use, disclose and store personal information and how individuals may access and correct personal information held about them. Information about the collection, storage and disposal of personal information is included in this information kit given to new people who receive advocacy.

INFORMATION COLLECTION, STORAGE, ACCESS & DISPOSAL

SUFY has an obligation to keep the information safe and secure.

The file is kept in a locked filing cabinet. The SUFY computer has a password installed so that only authorised personnel have access to any private information kept on the computer.

When personal information about individuals is sent by fax and email, a clause highlighting the confidentiality of this information is included on the fax/email.

SUFY has an obligation to prevent unauthorised use of information. The only people who have access to the information are the advocacy workers and the individual concerned.

After advocacy ceases, the file is kept by SUFY for a period of seven years in a secure place. It is then destroyed.

WHAT HAPPENS TO ANY INFORMATION SUFY HOLDS ABOUT YOU

The information SUFY collects about individual's includes:

- a. Contact details
- b. The date SUFY started working with the individual
- c. The advocacy issues being worked on
- d. Any actions undertaken and the reason for these actions
- e. Phone calls made and received
- f. Letters sent and received
- g. Emails sent and received
- h. Meetings attended

ACCESS TO INFORMATION HELD BY SUFY

The individual SUFY is working with has the right to access their information on file.

- a. The advocate will talk to the individual at the first contact about the information being collected and tell them how they can access their file.
- b. If an individual wishes to see the records kept about him or her on file at SUFY, an appointment can be made with the advocacy worker to do this. Advocacy worker will talk to the individual and explain the content of the file.
- c. However if the advocate considers that some personal information may be distressing or damaging to the individual the advocate must meet with the Manager or other advocacy worker to discuss their concerns about how this information is released to the individual.
- d. SUFY will then ensure that the information is released with the guidance and support of other appropriate individuals or professionals:
 - A supportive family member or friend
 - The persons general practitioner or psychiatrist/psychologist

SUFY'S OBLIGATIONS UNDER THE DSS SERVICE AGREEMENT

SUFY has an obligation to ensure that the information is up to date and accurate. SUFY has an obligation to ensure that the information is presented in a way that is accessible to the individual concerned. This means that information will be written in plain English or the advocate will verbally advise the individual about their rights to privacy and confidentiality.

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