

YOUR GUIDE TO: Privacy

Independent Disability Services (IDS) respects your right to privacy. We are committed to protecting information held by us.

Why we collect information

IDS is required to comply with Privacy Legislation. We collect only information that is required for us to provide services to you.

What information we collect

We hold records for all clients, including name, contact details and a copy of their Service Agreement. We also keep support plans, support provided, information about personal needs, special requests and relevant correspondence.

We may also collect information from other providers who are working with clients, such as health professionals etc. We will only do this if the information is necessary for us to provide the services requested and when the client has given consent for this to be shared.

Protecting your information

All information we collect is held on a secure, password protected server. Only authorised staff who are involved in providing support have access to your file. IDS will not release information to other agencies without client consent unless required by law, such as in a medical emergency.

IDS clients have a right to request access to the information held by IDS on their file. Where information is considered incorrect, they can ask for it to be corrected.

How we collect and release your information

IDS clients are requested to complete a 'Consent to Collect and Release Information Form'. Clients have the choice not to share some of their information, e.g. restricting access to client records. This may affect our ability to provide appropriate services.

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



**Independent
Disability
Services**

Changing lives, empowering people

How to make a complaint

If you believe we have not dealt with your personal information correctly, you may make a complaint in one of the following ways:

Email feedback@idsa.org.au

Emails sent to this address can only be seen by the Client Services Manager and CEO.

Phone 03 9340 5100

Speak to our Client Services Manager.

Complete our Online Form

Visit www.idsa.org.au/feedback.

The Privacy Act 1988 has strict rules about how an organisation or agency handles your personal information.

If you think IDS or any other provider have mishandled your personal information, you can report this by making a written complaint to the Office of the Australian Information Commissioner (OAIC).

To make a written complaint to the OAIC you can:

Complete their Online Form

www.oaic.gov.au/privacy/privacy-complaints/

Help is available to you if you need assistance with making your written complaint. Phone 1300 363 992 between 10am - 4pm, Monday to Friday.

Who do I contact if:	You can contact:
"I'm not happy with the outcome of my complaint with IDS..."	<p>The NDIS Commission Call: 1800 035 544 Visit: www.ndiscommission.gov.au</p>
"I'm not comfortable speaking to IDS about my complaint..."	<p>The NDIS Commission Call: 1800 035 544 Visit: www.ndiscommission.gov.au</p>
"I'm not happy with an NDIA action or decision..."	<p>NDIA or Victorian Ombudsman Call: 1800 800 110 Visit: www.ndis.gov.au www.ombudsman.vic.gov.au</p>
"I'm not happy with a service provided by another agency or body..."	<p>Your state or territory complaints body Visit: www.ndiscommission.gov.au www.idsa.org.au/useful-links</p>
Additional Resources	<p>Consumer Affairs Victoria Call: 1300 558 181 Visit: www.consumer.vic.gov.au</p> <p>Disability Advocacy Resource Unit Call: 03 9639 5807 Visit: www.daru.org.au/contact-us</p> <p>Disability Services Commissioner Call: 1800 677 342 Visit: www.odsc.vic.gov.au</p> <p>Victorian Information Commissioner Call: 1300 666 444 Visit: www.privacy.vic.gov.au</p>

For more information or to discuss how we can help, contact us!

Phone: 03 9340 5100

Email: admin@idsa.org.au

Level 3, 60 Leicester Street
CARLTON VIC 3053

www.idsa.org.au



We pride ourselves on ensuring our services are inclusive and accessible for all Victorians regardless of ethnicity, gender, gender identity and expression, religion or sexual orientation.



We are committed to ensuring accessibility of our services and information.



We provide access to interpreting services if you need them.