



INDEPENDENT
DISABILITY SERVICES



CLIENT PRIVACY



Changing lives, empowering people

We take our clients' privacy seriously

The staff at Independent Disability Services (IDS) respect our clients right to privacy. 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.

This brochure explains how we handle your personal information. If you have any questions about privacy that are not answered in the brochure, please contact IDS.

Telephone: (03) 9340 5100
email: admin@idsa.org.au

Why we collect information

IDS is required to collect our clients personal details of our clients along with details of incidents and complaints that relate to the service we provide. The information we collect also enables IDS to provide services that meet our client's requirements.

What information do we collect?

We hold records for all IDS clients; this includes their name, contact details and a copy of their Service Agreement.

Other details such as our client's support plan, the support provided, information about their personal needs, special requests and relevant conversations/correspondence are also kept.

We may also collect information from other providers who are working with IDS clients (such as health professionals, care agencies 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 the information to be shared.

Access to information

IDS clients have a right to request access the information held by IDS on their file. Where it is considered the information is not correct, they can ask for it to be corrected.

Who can access client information?

Only members of staff involved in providing support can access a clients information. IDS will not release information to other agencies without our client's consent unless required by law, such as in a medical emergency.



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 such as 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.

Protecting your information

All information we collect is held on electronic files, paper-based originals are scanned and also stored electronically (this includes signed consent forms and your Service Agreement).

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 service have access.

IDS Does hold some historical paper-based records; these are kept in locked filing cabinets within our office.

How to make a complaint

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

Privacy complaints should be sent to:

IDS Complaints,
Level 3, 60 Leicester Street,
Carlton, Victoria 3053

By telephone: 03 9340 5100

By email: admin@idsa.com.au

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 10 working days from receipt. For more information about the complaint procedures, please contact us.

If your complaint is not resolved to your satisfaction by IDS, you can refer it to:

Disability Services Commissioner

Telephone: 1800 677 342

www.odsc.vic.gov.au

Victorian Equal Opportunity and Human Rights Commission

Telephone: 1300 292 153

www.humanrightscommission.vic.gov.au

Ombudsman Victoria

Telephone: 9613 6222 or 1800 806 314

www.ombudsman.vic.gov.au

Office of the Victorian Privacy Commissioner

Telephone: 1300 666 444

www.privacy.vic.gov.au

Consumer Affairs Victoria

Telephone: 1300 558 181

www.consumer.vic.gov.au

Disability Advocacy Resource Unit

Telephone: 03 9639 5807

www.daru.org.au/contact-us

Independent Disability Services Inc.

Level 3, 60 Leicester Street,
Carlton, Victoria 3053

T. 03 9340 5100
F. 03 93405102
E. admin@idsa.org.au
W. www.idsa.org.au

ABN. 21 157 513 691



IDS is committed to accessibility
of our services and information



IDS provides access to
interpreting services



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