

How to request access to and/or correct information in your file

You have the right to request to look at personal information held about you by WISHIN.

Please ask your support worker about the process.

If we are unable to provide you with access we will advise why in writing.

You also have the right to correct information about you which is inaccurate.

What to do if you think your privacy has been breached

Please discuss your concerns with your Support Worker or the Programs Manager and refer to WISHIN's [Feedback and Complaints Brochure](#) for more information.

You can also contact the following agencies to seek advice:

The Office of the Victorian Privacy Commissioner

Telephone: (03) 8619 8719 or
1300 666 444

Address: Level 11, 10-16 Queen Street, Melbourne 3000

Website: www.privacy.vic.gov.au

The Health Services Commissioner

Telephone: (03) 8601 5200 or
1800 136 066

Address: 30th Floor, 570 Bourke Street, Melbourne 3000

Website: www.health.vic.gov.au/hsc

Homelessness Advocacy Service (HAS)

PH: Freecall 1800066256
Address: 2 Stanley St Collingwood

Website: www.chp.org.au/has.shtml



Protecting your Right to Privacy and Confidentiality

WISHIN recognises privacy as a fundamental right in service delivery and ensures that client information is treated with respect and confidentiality at all times.

Women's Information, Support and Housing in the North (WISHIN Inc)

P.O Box 21, Glenroy VIC 3046
Ph (03) 8692 2020
Fax (03) 8692 2029
<http://www.wishin.org.au/>

ABN 53 578 663 810



Legislation

In Victoria there are two pieces of legislation designed to protect information.

These are the **Privacy and Data Protection Act 2014** which applies to the treatment of all personal information collected about you by WISHIN and the **Health Records Act 2001** which relates to the treatment of any health information WISHIN may be required to collect about you.

Rights

Your privacy and confidentiality rights include:

- The right to be fully informed about the type and amount of personal information being held about you by WISHIN and how it is treated.
- The right to choose to remain anonymous while receiving a service (although this may affect the service WISHIN can provide to you).
- The right to choose what personal information you disclose (although this may affect the service WISHIN can provide to you).
- The right to request access to the personal information held by WISHIN on your behalf and correct that information if it is inaccurate.
- Ongoing assurance that your private information will be protected from loss and misuse.

Collection of Information

Information will only be collected from you as and when it is necessary to provide you with a service.

Your personal information will be collected and stored in a secure place.

WISHIN workers will advise you about what will happen to your information, why it is collected, who will see it, where it will be kept and who will have access to it.

Use of Information

The information WISHIN collects about you will be used for the purpose/s for which it is collected or if you give your consent for your information to be used by others.

In emergency situations WISHIN may release personal information to others in order to assist you in receiving medical treatment or for reasons relating to your personal safety or that of your child/ren .

In some circumstances WISHIN is obliged by law to release information about you.

Consent

Consent at WISHIN means that:

- you have been informed regarding what you are consenting to
- consent is given freely
- consent is about a specific issue
- consent is up to date
- you can withdraw your consent at any time.

When consent is obtained verbally your support worker will make reasonable attempts to later obtain that consent in writing.

If you are referred from one of WISHIN's programs to another WISHIN program WISHIN will obtain your consent to share your information with the new support program/worker .

Protecting your Information

WISHIN will protect your personal information from loss or misuse. This is done by:

- Securing your file in appropriate storage systems (both paper and computer based files).
- Ensuring that only WISHIN staff have access to your file
- Only de-identified client records will be used to evaluate our services or used for reporting purposes to government or funding bodies.
- Your file will not be transferred outside of WISHIN and will remain the property of WISHIN.

WISHIN will only collect sensitive information, e.g. about your cultural identity, faith beliefs, preferred language, country of birth, sexual preferences or criminal record, if it is relevant to the service being provided.