

Menzies Support Services is committed to respecting the privacy of the personal information that it holds in order to provide quality services. This is under the framework of the Privacy Legislation Acts of the Commonwealth and State Governments.

Menzies Support Services will from time to time review and update this policy to take into account new laws and technologies, changes to Menzies Support Services policy and practice and to make sure it remains appropriate.

What kind of personal information Menzies Support Services collects and how does Menzies Support Services collect it?

The type of information that Menzies Support Services collects and retains includes (but is not limited to) personal information, including sensitive and health information about:

- Clients, parents, families before, during and after the provision of services to the client;
- Applicants for jobs, members of staff, volunteers, Committee of Management members and contractors;
- Other people who come into contact with Menzies Support Services.

Menzies Support Services generally collects such personal information by

- Forms filled out by clients, parents, advocates and others;
- Face to face interviews and meetings;
- Telephone calls, letters, e-mails, voice mails.

In some circumstances Menzies Support Services will receive personal information from referees, references, medical practitioners, staff at other disability organisations and others.

How Menzies Support Services uses the information you provide

Menzies Support Services will use the personal information it collects for the primary purpose of collection (see below) and for other secondary purposes that are related to the primary purpose and reasonably expected, or to which you have consented.

Information requested by external parties for the purpose of evaluation and research will be de-identified unless identification is necessary to enable the organisation to carry out any of its functions efficiently.

Clients and families

In relation to clients and families, Menzies Support Services primary purpose for the collection is to enable Menzies Support Services to provide an agreed service/s to the clients.

The purposes include:

- Assisting the client to achieve agreed goals in their individual plan;
- Providing medication assistance;
- Day to day administration;
- Assisting the CoM and administration in fees, fund raising and marketing;
- Keeping clients, families and advocates informed about Menzies Support Services through correspondence, newsletters and reports;
- Allowing Menzies Support Services to discharge its duty of care and other legal obligations including its obligations to governments and government agencies.

In some cases where Menzies Support Services requests personal information about a client and the information requested is not obtained, Menzies Support Services may not be able to provide a service/s to the client or may not be able to continue to provide a service/s to the client.

Clients have the right to request access to their personal information held by Menzies Support Services.

Menzies Support Services will provide access for individuals to have their records amended to correct information if required.

Menzies Support Services may be required to release personal information without consent in certain circumstances outlined in The 10 Privacy Principles (OVIC), for example:

- the organisation reasonably believes that the use or disclosure is necessary to lessen or prevent a serious threat to an individual's life, health, safety or welfare; or a serious threat to public health, public safety or public welfare; or
- the organisation has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities; or
- the use or disclosure is required or authorised by or under law; or
- the organisation reasonably believes that the use or disclosure is reasonably necessary for one or more of the following by or on behalf of a law enforcement agency— the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of a law imposing a penalty or sanction; the enforcement of laws relating to the confiscation of the proceeds of crime; the protection of the public revenue; the prevention, detection, investigation or remedying of seriously improper conduct; the preparation for,

or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

Further Information

If you would like further information about the way Menzies Support Services manages the personal information it holds, please contact the CEO.