

## Access and Correction

You have the right to access the personal information held by WAYSS Ltd about you. You also have the right to correct the personal information held about you if it is inaccurate.

In order to see your WAYSS Ltd file, the worker will ask you to complete a request form. You will then be asked to sign a release form to say that you have taken this information with you. WAYSS Ltd will aim to comply with your request in a timely manner.

If access is denied, then you will be told why in writing. Access to files can only be provided directly to you or your legally authorised representative.

## Exemptions

There are some circumstances where WAYSS cannot uphold a clients privacy, these circumstances are as follows:

- WAYSS staff may make a report to Child Protection if it is suspected that a child or young person is being physically, emotionally or sexually abused.
- WAYSS staff may make appropriate reports if there are specific concerns regarding the content of personal and/or health information, and it is believed that there is a risk of serious harm to any person.
- WAYSS may be legally required to release information (i.e. subpoenaed to give evidence in court).

## What to do if you think your privacy has been breached

*If you feel your privacy has been breached please speak to WAYSS staff or you can contact one of the following for more advice:*

### Victorian Privacy Commissioner

Level 11, 10-16 Queen Street  
Melbourne. 3000

Phone: 8619 8719  
1300 666 444

### Health Services Commissioner

30th floor, 570 Bourke Street  
Melbourne. 3000

Phone: 1300 582 113  
1800 136 066

Both Commissioners have investigatory powers in relation to privacy practice and are able to serve compliance notices including a penalty if a privacy breach has occurred. You can also undertake the Clients Complaint Procedure within WAYSS Ltd with the assistance if preferred. WAYSS Ltd can be contacted on 9791 6111 for further information.



## Privacy Information

**Registered Office :**  
294-300 Thomas Street  
Dandenong Vic 3175

**Phone:** (03) 9791 6111  
**Fax:** (03) 9793 5078  
**Email:** [info@wayssltd.org.au](mailto:info@wayssltd.org.au)  
**Web:** [www.wayssltd.org.au](http://www.wayssltd.org.au)

**WAYSS is a registered housing provider and accredited homelessness assistance service.**

## Victorian Privacy Legislation and its impact on you

Two pieces of legislation related to protecting private information came into force in Victoria in 2002. These are the Information Privacy Act 2000, which applies to the treatment of all personal information collected about you by this service, and the Health Records Act 2001, which relates to the treatment of any health information this service may be required to collect about you. WAYSS Ltd must abide by these pieces of legislation when it comes to the way in which we collect, use, disclose, and provide access to any personal information we hold about you.

*“Personal Information” is defined as any information which identifies or potentially identifies an individual. Name, address, and date of birth are all pieces of information which obviously identify individuals.*



*If you have any questions or want to know more about what WAYSS Ltd does with information about you, ask to speak to a worker who will explain why data is collected and the confidentiality policy.*

## What are your Rights?

You have many rights while you are a client of WAYSS Ltd, but there are specific rights related to privacy, including :

\*The right to be fully informed about the amount and type of personal information being held about you at WAYSS Ltd, and how it is treated.

\*The right to choose to remain anonymous while using this service (although this may have implications for the level of service that can be provided to you).

\*Ongoing assurance that any personal information held by WAYSS about you will be protected from loss and misuse.

\*The right to choose what personal information you are prepared to disclose. You are not required to disclose everything to us (although this may have implications for the level of service that can be provided to you).

\*The right to gain access to the personal information held about you, and the right to correct that information if it is inaccurate.

## Collection of Information

Personal information about you will be collected in a safe and secure environment and not in an open plan environment or a foyer.

Information will not be collected unless it is necessary in order to provide you with a service.

Information will not be collected again if the service already has it.

You will be advised about what will happen to your information (why it is being collected, who will see it, where it will be kept, and who will have access to it).

## Use of Information

The information that has been collected about you can only be used for the purpose(s) for which it was collected, or where it is reasonably expected that it would be used (i.e. within the same service), or if you give your consent for your information to be used for other reasons.

Consent means that you have been informed about what you are consenting to, AND that you provide your consent freely, AND that your consent is specific to the issue in discussion, AND that your consent is current and was provided recently.

## Protection of Information

The personal information WAYSS Ltd holds on you will be protected from loss and misuse. This is done by:

- never leaving files on desks or in cars.
- always locking files away in filing cabinets.
- ensuring that only your worker and management have access to your file.
- ensuring that no changes are made to the personal information on your file without your knowledge and consent.

Your file will be confidentially archived by WAYSS for seven years.

You have the right to apply to access your file throughout the archived period.

Any sensitive documents held within your file will be returned to you or the documents author prior to archiving. If we are unable to return the documents they will be destroyed.