

Privacy and Confidentiality

The services provided by Victoria Community Living Pty Ltd are bound by the legal requirements of the Information Privacy Act (2014) and the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000.

◦ **Client Information**

Client information is collected as part of the assessment, diagnosis, and treatment of the client's condition. This information is collected from the client (where possible) and the family where consent has been given. In some circumstances Victoria Community Living may receive personal information about a client from a third party. The information in each client file includes personal information such as name, address, contact phone numbers, email address, and other information which is relevant to the service being provided. Client files are stored in a locked cabinet only accessible to authorised employees. Client files stored on computer are password protected and only accessible to authorised employees.

◦ **Use and Disclosure**

Client information is retained in order to document what happens during sessions, and enables the provider to give a relevant and informed service. All personal client information gathered will remain confidential and secure except when:

- 1 the use or disclosure is required or authorised by or under law, or
- 2 failure to disclose the information would place the client or another person at risk, or
- 3 Victoria Community Living has reason to suspect that unlawful activity has been, is being or may be engaged in, or
- 4 prior client consent has been obtained to
 - a provide a written report to another professional or agency (e.g. a GP or lawyer), or
 - b discuss the material with another person (e.g. a parent, therapist or employer).

◦ **Access**

At any stage a client is able request to see the information in their client file. Victoria Community Living will provide this information to the client on request, subject to the exceptions outlined in National Privacy Principle 6 from the *Privacy Amendment (Private Sector) Act 2000*. If a client accesses their client file and is able to establish that the information is not accurate, complete and up-to-date, Victoria Community Living will take reasonable steps to correct the information, subject to the exceptions outlined in National Privacy Principle 6 from the *Privacy Amendment (Private Sector) Act 2000*.

◦ **Trans-border Data Flow**

Victoria Community Living will not send client information interstate or to a foreign country unless:

- 1 prior client consent has been obtained, or
- 2 Victoria Community Living deems it is reasonable to do so, as outlined in National Privacy Principle 9 from the *Privacy Amendment (Private Sector) Act 2000*.

◦ **Privacy breaches**

If a breach of privacy has occurred, VCL are required to report the breach to the Department of Health and Human Services (DHHS) using their online *Privacy Incident Report eform*.