



# privacy charter

## collection, holding and use of personal and health information

Look at these boxes to read the Easy English version.



The information we collect from you is used to support you better.



Inclusion Melbourne is committed to protecting all personal and health information that we collect, hold and use in accordance with the Commonwealth Privacy Act 1988, the Victorian Information Privacy Act 2000, the Privacy Principles under those Acts and the Victorian Health Records Act 2001 and the Health Privacy Principles under that Act. Below are details of the approach we take to collect, use, hold, protect and disclose personal and health information.

We collect, hold and use personal and health information where necessary to process applications, provide relevant services and plan for appropriate support and service delivery. Some personal information concerning the people we support is collected and used to assess the amount and type of support appropriate to the individual's needs. We also collect and use personal information and feedback to improve our services, communication and internal processes (such as planning assessments, risk management, product and service reviews, research, staff training, accounting and billing) and to identify and inform you of supports that may be of interest. We also collect, hold and use information about members, suppliers, volunteers and others and do not share this with third parties without permission unless where required or permitted by law.

## disclosure

**We may share your information with other people, services and government to help you or to make sure that you receive support.**



Inclusion Melbourne may disclose your personal and health information to third parties where necessary to provide services, plan for service delivery and facilitate employment and volunteering. This may involve disclosure to contractors and other care providers. We may also disclose this information to the Commonwealth or Victorian Governments or their agencies, in accordance with the provisions of relevant laws. Inclusion Melbourne does not disclose personal and health information to overseas parties.

**Anyone we share your information with has to protect your privacy too and they can not share your information with anyone else.**



Wherever practical, we expect that any third party to whom personal or health information is disclosed is aware of our obligations under the Privacy Act and the Health Records Act and that they agree to be bound by these obligations.

**If we ever want to share your information for some other purpose, we will ask your permission first.**



We will only disclose your personal and health information to third parties where this is for the purpose for which you have provided it to us (for example, to facilitate the delivery of services to you) or for reasons closely related to that purpose and where that disclosure would be reasonably expected by you. Other than for these purposes, we will only disclose your information after obtaining your consent or where required or permitted by law.

## protection of information

**We make sure we store your information securely, so no one else can see or use it without permission. If we don't need it anymore, then we will destroy it.**



Inclusion Melbourne has security measures in place and all personnel who handle personal and health information have a duty to protect it from unauthorised access, use or disclosure. When information is no longer required to be maintained by Inclusion Melbourne, it is destroyed appropriately. These measures apply to the handling of all complaints and feedback in accordance with the organisation's policies and procedures.

## accuracy, access and correction of information

**We will do our best to keep your information correct and up-to-date. If you ever want to see your information, you can ask us for it.**

All reasonable steps will be taken to ensure that all personal and health information held by Inclusion Melbourne is accurate, up-to-date, complete, relevant and not misleading. On request, in line with the Australian Privacy Principles and the Health Privacy Principles, an individual will be provided with access to personal or health information held about them and given reasonable opportunity to correct any inaccuracies or out-of-date, misleading or irrelevant information. A request for access or correction can be made to the Privacy Officer whose details appear on the back of this pamphlet.

## contact us

**If you would like to know more about privacy at Inclusion Melbourne, or want to see your personal information, or if you are not happy about anything to do with privacy, you can contact us.**



If you would like to request further information in relation to Inclusion Melbourne's privacy policies and procedures, to access personal or health information or to make a complaint about a privacy issue, please contact Inclusion Melbourne's Privacy Officer:

Email: [privacy@inclusion.melbourne](mailto:privacy@inclusion.melbourne)  
Phone: (03) 9509 4266  
Mail: The Privacy Officer  
Inclusion Melbourne  
PO Box 8093, Armadale VIC 3143



67 Sutherland Road Armadale VIC 3143

T. 03 9509 4266 F. 03 9576 0378

E. [includeme@inclusion.melbourne](mailto:includeme@inclusion.melbourne) W. [inclusion.melbourne](http://inclusion.melbourne)



Inclusion Melbourne Inc.



InclusionMelb