

PRIVACY & CONFIDENTIALITY STATEMENT

HOUSING & HOMELESSNESS

Statement

When we manage your personal information, we always make sure we follow the Privacy Act 1988.

To ensure we provide you with the most appropriate services and support, we collect and store information about you and your situation. When we collect and store the information, we make sure we protect your right to privacy and confidentiality.

Definitions

Personal Information:

Information which identifies you or makes it possible for someone to identify you. It doesn't matter if the information is true or false. Examples of Personal Information are: name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person.

Sensitive information:

Personal Information that might be more sensitive. Examples of Sensitive Information are: health (including mental health status and predictive genetic information), racial or ethnic origin and country of birth, political opinions, membership of a political association, professional or trade association or trade union, religious beliefs or affiliations, philosophical beliefs, sexual orientation or practices, criminal record, and care arrangements for clients under 18 who have been on a care of protection order.

We only collect Sensitive Information with your permission and we will only use it for the purpose for which you provided it.

Non- identifying data

Non-identifying data is when we remove your personal details from the information.

How we use your information

We may use your information for a range of different purposes including to:

- verify your identity
- improve our understanding of your needs
- provide, improve and tailor services according to your needs
- administer and manage the services we provide to you
- perform research and analysis

Collecting Personal Information

- We will only collect Personal Information that is relevant and required to tailor our services to meet your needs.
- Depending on the particular circumstances, we may collect and hold a range of different information about you. For example: name, date of birth, contact details (e.g. address, email address, phone numbers), occupation, identification details, Centrelink details, income, bank account number and information about how you use our services.
- Some non-identifying data will be collected and provided to funding bodies in order for us to meet our regulatory and funding requirements.
- If you are uncertain about any question or request for information, please feel free to ask why you are being asked that question.
- You have the right to choose not to answer any question we ask, although this may limit our ability to provide the right support and services.

Using non- identifying data

Non-identifying data does not include your personal details (e.g. name, date of birth, address, phone number etc.) We use non-identifying data for:

- Research: to help us improve our services
- Service planning: to better meet the needs of clients
- Reports: to our regulatory bodies about services we provide

How we collect your information

We may collect your information in a number of ways including:

- directly from you (e.g. application and assessment forms, feedback via the Internet, service agreement etc.).
- from third parties such as Centrelink, Department of Communities (Housing), support agencies, and/or your representatives (all with your consent)

Sharing information with other agencies and services

We will only provide your information to other services or agencies with your consent. We will ask you to complete an Exchange of Information form. This enables you to nominate what information we can share and with whom.

Keeping case notes safe and confidential

We will ensure that your recorded information is objective, accurate, relevant, legible, current and stored safely.

All of our case files are stored electronically and are password protected. Only authorised personnel are able to access your personal information.

If there is particularly sensitive information on your file, you may request that this information be stored in a restricted file, which only the CEO can authorise access to.

Accessing Your Information

Under the Australian Privacy Principles, you have the right to request access to your file at no cost. Upon request, your file will be made available to you (in the presence of a worker) within a reasonable timeframe. You have the right to request an explanation of your file and any file notes. You may seek correction of information, provided it does not compromise the accuracy of the services provided.

If you have any questions in relation to this Statement or our management of your information, please talk with your support worker.

To discuss this issue with a different support worker, please call (08) 97299 9000 and we will make a suitable appointment for you. Alternatively, please email ceo@accordwest.com.au.

Complaints

In the event that you feel your privacy and/or the confidentiality of your Personal Information has been compromised, or you would like to make a complaint about any matter, you can:

- Lodge a complaint online
- Complete a Feedback form and either
 - Give it to your support worker
 - Email it to Feedback@accordwest.com.au
 - Post it to Accordwest at PO Box 6498 SOUTH BUNBURY WA 6230

We will contact you regarding your complaint within 48 hours, even if it is to simply advise you that we need a little more time to investigate the complaint.

If we fail to provide you with a sufficient response to your complaint, we encourage you to contact the:

Office of the Australian Information Privacy Commissioner

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Postal: GPO Box 2999

CANBERRA CITY ACT 2601



A: 26-28 Forrest Avenue
South Bunbury,
WA 6230.

P: 08 9729 9000
P: 1800 115 799
E: info@accordwest.com.au

PO Box 6498
South Bunbury, WA 6230.

Office hours
9am-5pm Monday to Friday

If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
ABN: 29 138 143 911

accordwest.com.au

