



# Privacy Policy Fact Sheet 8

## – Disability, Aged Care & Mental Health Services

### 1. Do I have to give you my personal information?

Yes, FSG Australia (FSGA) will need personal information to be able to provide you with a safe and effective service. If you have any concerns with what we ask, please talk to a staff member as you have the right to decline to answer some questions without it affecting your right to a service

There are also occasions when you can choose to remain anonymous e.g. when providing feedback.

Your personal information will help us to:

- ✓ quickly take action in an emergency
- ✓ make sure that your goals are met effectively, efficiently and safely
- ✓ reduce costs with consistent service delivery
- ✓ provide the government with information for statistical reasons
- ✓ contact other organisations/agencies related to your service delivery.

If you choose not to give us necessary information then we may not be able to provide you with a service.

### 2. What personal information will you collect if I become a service user?

- ✓ We will ask you for information that will support you to achieve your goals. If you have someone who gives assistance to you, they may give us information with your consent.
- ✓ Sometimes your personal information is given to us by the government, another agency or organisation when they make a referral.
- ✓ FSGA staff members who walk alongside you may add notes to your file where it is important for keeping you safe and/or achieving your goals.

Information could be about:

Identification	Lifestyle	Finances	Sensitive information
Photo	Likes/Dislikes	Budget	Medical/Medication records
Contact details	Strengths/Barriers	Expense sheets	Cultural/Indigenous status
Next of kin	Commitments	Invoices/Receipts	Disability/Mental health
	Goals/Plans/Progress	Agreements	Emergency practices

We love feedback so we can make our services even better. Feedback can be given by:

- ✓ answering a questionnaire or making a suggestion or complaint (online, on paper or through another person)

- ✓ talking to staff, or other independent people, who are checking the quality of FSGA's services
- ✓ using one of our suggestion boxes.

Other information may be collected to provide information to the government.

### 3. How is my personal information stored?

Your personal information is stored securely, only accessed by those people who need to know it to provide a service, and when the record is no longer required it will then be disposed of as required by privacy law. The law requires that FSGA keeps some information for at least 7 years.

### 4. How will my personal information be kept up to date?

Your information will be checked with you when there are changes made and formally reviewed every year. If something changes that could affect you safety or goals, you should tell FSGA so we can update your records.

### 5. What right do I have to access my personal information?

You can request under the Privacy Act to see your personal information by contacting [privacy@fsg.org.au](mailto:privacy@fsg.org.au) or writing to: FSGA Privacy, PO Box 2597, Southport, QLD 4215.

Unless restricted by law, you may:

- ✓ view your information
- ✓ get a summary or in some cases a fuller copy of your record
- ✓ ask to have information explained to you or to an authorised representative acting on your behalf.

Some limits may apply where particular circumstances prevent the release of information; if any limits apply to your file, this will be explained to you.

You also have the right to request the correction of any information in your file that you believe to be incorrect, incomplete, out of date or misleading. Talk to us about adding a “corrective statement” to your file if there is information that can't be changed by law.

### 6. Who else will be able to access my personal information?

Your information is private and only shared with people who need to know the information to provide your FSGA service or where you give permission for us to share it. When we collect your information we will ask you if you want to restrict access to anyone and will not share information with those you have nominated; unless we are required to by law. You have the right to withdraw consent for the release of personal information at any time.

If there is a need to share your information for any other purpose you will be asked for your agreement before doing so (unless otherwise permitted/required by law).

We will not release information to overseas recipients.

## 7. What if I am unable to give consent?

If you need to have assistance to make a decision about the release of information we will get information from your authorised representative. The law specifies the people who can act as authorised representatives in these circumstances.

## 8. When can personal information be disclosed to other people without my consent?

There are very few situations when your information may be shared without your consent. For example, in an emergency situation medical information may be released about you to aid emergency treatment. Also in certain circumstances FSGA may be required by law to release personal information about you. Examples include:

- ✓ providing information to a court in relation to legal proceedings
- ✓ providing information to a law enforcement agency (e.g. police in response to a search warrant).

If any of these circumstances apply, you will be advised as close as we can to the time when the information is released.

## 9. What do I do if I have any complaints about FSGA privacy procedures?

Firstly complain in writing to FSGA and try to resolve your complaint directly. You need to give the staff time (usually 30 days) to resolve your complaint. If you are not satisfied with the way FSGA manages your complaint, you can complain in writing to the Office of the Australian Information Commission: Phone 1300 363 992 or email [privacy@fsq.gov.au](mailto:privacy@fsq.gov.au). If you need help to make a complaint, call the Enquiries Line on 1300 363 992.

## 11. What happens if you receive personal information about me not relevant to service delivery?

If we receive any personal information about you that we did not request, and could not legally request, if we may lawfully do so, we will take all reasonable steps to destroy or de-identify that information.

If we receive information from a person other than you or another organisation we will notify you:

- that personal information has been collected and from which organisation (or from which individual, providing this is not breaching their privacy)
- the circumstances of the collection, such as the date, time, place and method of collection
- the purposes for which we collected the personal information.

## 12. Update of this privacy fact sheet

From time to time, FSGA may revise this privacy fact sheet and we suggest that you should periodically review our current fact sheet to inform yourself of any change. FSGA will not send you any separate notification of changes to this fact sheet. Please also refer to the privacy statement and policy when visiting [www.fsg.org.au](http://www.fsg.org.au).

### 13. Can I get more information?

Yes, call (07) 5564 0655, contact [privacy@fsg.org.au](mailto:privacy@fsg.org.au) with queries.