

what happens to information about you while you are a client of spectrum?

Who Are We?

- Spectrum exists to enable people with migrant and refugee backgrounds to feel at home in Australia. Our purpose is woven through our values of understand the journey, be different and be one, focus on the client experience, see and act with an open mind, create tomorrow and co-create to thrive.
- Spectrum provides supports across a diverse range of services including aged care, disability, settlement, youth and family.
- The Privacy Act requires us to have guidelines around how we collect, use and share your personal information. Spectrum makes sure that all your personal information is kept private.

What Information Do We Collect About You?

- We usually collect personal information (including sensitive information) and at times health information from you, your support person or a third party.
- We also collect information through our websites and social networking services such as Facebook and Twitter. We use this information to improve our website and receive feedback from the community.
- Spectrum may collect some or all of the following information depending on your needs- your name, address, contact details, age, gender and information about your children and family members, date and country of birth, cultural background, government identifiers, visa types, legal issues, medical history, disability.

Why Do We Collect Your Information?

- The information we collect from you is to assist us in providing services to meet your needs and helps us to keep people safe.
- Spectrum collects your information for the additional purposes of planning, monitoring, evaluating and improving our services and to comply with legislation.
- Spectrum will not use your information for direct marketing, including photos without your prior consent.
- Your information can only be collected and shared according to the law. Spectrum complies with its obligations under the Privacy Act 1998, Privacy and Data Protection Act 2014, and Health Records Act 2001.

Who Else Sees Your Information?

- Your information can only be seen by the professionals in our service involved in your care and support. We also use this information to better manage and plan this service. Spectrum can only disclose your information when required by law, with your consent and when permitted by law.
- At times Spectrum is required to provide de-identified personal and health information for reporting to funding, grant applications and compliance purposes. If the service you are using is funded by a state or national government your worker will discuss their reporting and recording processes.

What Say Do You Have In What Happens To Your Information?

- You have a say in what happens to your information.
- Spectrum does not ask for any information that it does not need.
- The law requires that we should only collect information for a purpose that is reasonable and necessary for, or directly related to a function or activity of Spectrum.
- We rely on the information you give us to help provide the right care for you. Talk to us if you wish to change or cancel your consent.

How Will Your Information Be Protected?

- We are committed to protecting the confidentiality of your record and the privacy of your information is protected by law. We treat your information in the strictest confidence and store it securely.
- Spectrum has security measures designed to protect personal and health information from misuse, loss, unauthorised access, modification or disclosure. Spectrum makes every effort to ensure that your information is accurate, complete and relevant to our functions or activities.
- Spectrum holds and stores according to the Health Records Act 2001 where information for a child is kept until the age of 25 years and for those over the age of 18 years is kept for more than 7 years after the last time a service was provided by Spectrum. If you have received a service with Spectrum where your records have also been collected and stored by a Commonwealth or State government funded program you can access those records through that agency. Your Spectrum worker will be able provide information and support to help you access that information.

Can You Access Your Information?

- Yes, you have the right to request access to your information and to ask for it to be corrected if necessary. Spectrum will ensure that you can access your information when it is convenient, without delay and without cost.

For Further Information

- Please talk to one of our staff if you have any other questions about what happens to your information while you are a client with Spectrum or if you wish to access your record.

Feedback and Complaints

- If you have concerns about the manner in which your personal and/or health information has been managed by Spectrum please contact our Quality Manager (Privacy Officer). Email quality@spectrumvic.org.au or phone Spectrum 1300 735 653.

Other Contacts:

- Office of the Victorian Information Commissioner, Privacy and Data Protection:
Phone: 1300 666 444; Email: privacy@cpdp.vic.gov.au; Email:
enquiries@cpdp.vic.gov.au
- The Office of the Australian Information Commissioner:
1300 363 992 enquiries@oaic.gov.au

Resources

Spectrum Privacy Policy v1 – 09 February 2018 Spectrum
Privacy Procedures v1 – 09 February 2018

Spectrum Privacy consent to release information v1 -09 February 2018
Spectrum Privacy consent to collect information form v1 -09 February
2018 Spectrum Access to personal Information form v1 – 09 February
2018 Spectrum photograph, image and film consent form v1 -09 February
2018 Privacy Act 1998 (Cth)

Privacy and Data Protection Act 2014 (Vic) Health
Records Act 2001 (Vic)

Archives Act 1983 (Cth) Public
Records Act 1973 (Vic)