



FACT SHEET 8 – PRIVACY

How Your Personal Information is Managed

What happens to information about me?

When you become an FSG Australia client, a client file is created. It may contain, but may not be limited to, the following information:

Contact details of you and significant others	Epilepsy support needs
Card details and disability details	Allergies
Religious and cultural needs	Personal care arrangements
Likes and dislikes	Transport arrangements
Medical conditions	Communication information
Strengths	Daily living arrangements
Characteristics	Sleeping patterns and arrangements
Risks	Programs attended and date of entry
Statistical and administration information	Significant decision makers
Postal addresses, other services being accessed	Advanced Health Directive status
Medication support needs	Photo
	Physical characteristics
	Consent records
	Goals and plans

Every time you attend or have contact with FSG Australia, new information may be added to your record. This allows everyone involved with your support to access your information easily and quickly when it is needed.

Your personal information is stored securely and when the record is no longer required it will then be disposed of securely, as required by law. The law requires that FSG Australia keeps some information for at least 7 years but at the end of that time hard copies of information will be shredded and electronic information deleted.

How will my information be kept up to date?

Your profile will be formally reviewed within agreed timeframes. You will not be asked to complete an entirely new profile; just to review the existing profile, make any necessary changes and sign off on the bottom of each page (including pages without changes). If there are a number of changes, which makes a page difficult to read, you will be asked to complete a new page which you can request from your

coordinator. If changes occur to your information, you are required to inform your coordinator so we can update our records.

Why is this information necessary?

FSG Australia needs to collect and keep this information to provide you with suitable support. Your file can help to quickly identify which course of action is likely to be safe and effective for you. It will also lessen the need to collect the same information over and over again. If you refuse to give information that is required for your support, we may not be able to provide you with a service.

Some information may also be used for research and planning for the whole community. In this case any identifying information, such as your name and contact details, will be removed before the information is used.

What rights do I have to access my information?

You can ask to see any information held on your file. This may include viewing the information, getting a summary or in some cases a fuller copy of your record. You may ask to have information explained to you, or to an authorized representative acting on your behalf. Some limits may apply where particular circumstances prevent the release of information; if any limits apply to your record this will be explained to you.

You also have the right to correct any information in your record that you believe to be incorrect, incomplete, out of date or misleading. If you ask that information held on your file be removed, this may be denied in some situations. In these situations you may ask that a correcting statement be added to your file. For information on how you may request access and/or correction, please speak to an FSG Australia staff member.

How will my information remain confidential?

FSG Australia has strict policies about who can see and use your personal information. All staff members must treat your information confidentially. The law also protects your privacy. Generally, personal information about you is only shared with people who need to know the information to provide your service. 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 required by law).

What if I am unable to give consent?

In some cases, you may not be able to give consent because you are legally unable to make a decision about the release of information e.g. children, people with a severe illness or major injury, or those with a mental illness or other impairment. In such cases, a decision will be sought from your authorised representative. The law

specifies the people who can act as authorised representatives in these circumstances.

Who may have access to information about me?

FSG Australia may recommend that other organizations become involved in your support. In that case, you will be asked to give consent for the disclosure of any necessary information from your file to the other services to help them assess your needs, get to know you and provide you with relevant support. You have the right to withdraw consent for the release of personal information at any time

Sharing information in this way helps to provide you with effective services, and lessens the need for you to repeat your personal information to each new provider. Please note that you have the right to refuse to give consent, and the right to withdraw consent at any time once you have given it. If you have any concerns or questions about sharing of information, please speak to one of FSG Australia's staff.

When can 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 FSG Australia may be required by law to release personal information about you. Examples include:

- providing information to a court when required, 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.

What do I do if I have any complaints?

Complain in writing to FSG Australia, and try to resolve your complaint directly. You need to give the staff time (usually 30 days) to respond to your complaint. If you are not satisfied with the way FSG Australia deals with your complaint or if they do not reply, you can complain in writing to the Office of the Privacy Commissioner.

Office of the Privacy Commissioner contact details:

Telephone	1300 363 992 (local call cost, but calls from mobile and pay phones may incur higher charges)
TTY	1800 620 241 (this number is dedicated for the hearing impaired only, no voice calls)
TIS	Translating and Interpreting Service: 131 450 (If you don't speak English or English is your second language and you need assistance to communicate with us call the Translating and Interpreting Service and ask for the Office of the Privacy Commissioner. Apart from the local call cost this is a free service to you.)
Post	GPO Box 5218 Sydney NSW 2001
Facsimile	+61 2 9284 9666
Email	privacy@privacy.gov.au

Please note: Complaints should be made in writing to the Privacy Commissioner at the address above. If you need help to make a complaint, please visit [Complaints](#) for more information or call the Enquiries Line on 1300 363 992.

Your complaint letter should include:

- the name of the agency or organisation involved
- a brief description of your privacy problem
- any action FSG Australia has taken to fix the problem
- a description of any response you have had from FSG Australia
- copies of any relevant documents.

Where there has been an interference with the privacy of a number of individuals, one individual may make a complaint on behalf of the group.

Who do I contact at FSGA for more information?

General Manager Service Delivery
FSG Australia
(07) 5564 0655