

LCIS Privacy and Confidentiality

AUTHORITY: Board

RESPONSIBILITIES: All persons, businesses and/or organisations engaged with LCIS in any capacity

PURPOSE & SCOPE

- The purpose of this document is to inform the types of information collected and why it is collected, how information is used, stored and how it is disposed of and how this may affect your privacy.
- Laverton Community Integrated Services Inc. recognises the personal and confidential nature of staff / student / student placement / community worker / volunteer / participant / client information and records and is committed to maintaining the privacy of this information. We are bound by the Privacy Act 2014. This law protects the privacy of an individual's personal information.
- Your privacy is important, and breaches are considered serious. All complaints regarding possible privacy breaches can be made through the Office of the Victorian Privacy Commissioner - <https://ovic.vic.gov.au/privacy/>
- On the 12th March 2014, new Commonwealth Privacy Legislation was introduced. This Policy reflects how LCIS does, and will continue, to comply with the Privacy Act 1988 and manages personal information in accordance with the 13 Australian Privacy Principles (APP's) as outlined in the Privacy Act 2014, Privacy Act 2000 and Privacy Act 1988.
- Laverton Community Integrated Services Inc. is committed to working within current Privacy Legislation and will maintain everyone's privacy in accordance with information privacy principles. The key elements are:
 - Collect only the information you need
 - Inform the person why you need the information and how you will use it
 - Disclose only as necessary for the purpose of the service, or by law
 - Secure information against unauthorised use/disclosure

Personal Information is considered to be any information that can be used to personally identify you such as your name, address, telephone number, email address or occupation.

Many of our programs may require you be given forms to complete that request basic personal information, some of which may be considered as sensitive such as:

- Name
- Address (Both Street and PO Box)
- Telephone Number
- Email Address
- Gender
- Date of Birth
- Citizenship/Residency status
- Employment Status
- Birth Country
- Languages Spoken
- Known disabilities
- Indigenous status
- Schooling level
- Qualifications attained
- Victorian Student Number (VSN)
- Customer Reference Number (CRN)

This information will be entered into the secure database systems maintained by LCIS, once paperwork is entered it will be securely destroyed unless otherwise required to meet regulatory or legislative compliance requirements. When you give LCIS your personal information, we use this to:

- Provide direct assistance to you
- Allow you to access available programs
- Check your eligibility for Government funding and services
- Provide our funding bodies with statistical information to assist with future planning
- Provide LCIS with statistical information to assist with future planning
- Refer you to other services both internally and externally

It is important to be aware that information from enrolment / registration forms is stored on electronic systems and disclosed as statistical data for Government funding bodies. If you have enrolled for a course at the Education Centre, you may be contacted to give feedback about your experiences.

If you choose not to give personal information about yourself, it may mean:

- You will not have access to certain services, or
- You will be ineligible for funding or financial support
- You will not have the ability to have certain training customised, or
- You may not receive important related correspondence from us

All information collected is stored in a secure environment and locked when not in use, both electronic and printed.

All staff/ volunteers/ student / student placement / community worker / participant / client files will be kept in locked files or storage cupboards and access will be restricted to authorised personnel as designated by the CEO, Senior Managers and / or Board.

In the event we receive unsolicited personal information, LCIS is committed to ensuring that information is destroyed using the secure waste bin (where printed) or deleted (where electronic).

STAFF/VOLUNTEER ACCESS TO PERSONAL INFORMATION

Authorised personnel are defined as the Board Executive, Chief Executive Officer (CEO), Community Services Manager, Education Centre Manager, Child Care Centre Manager and Finance Officers. Staff access must be facilitated through either the CEO, or other relevant Managers. Board access can only be facilitated through the CEO. Volunteer Personal Files will be secured at all times and only the Volunteer themselves, Community Services Coordinator, Volunteer Coordinator and CEO may have access.

All Board members, staff and volunteers will undertake to respect the confidentiality of other staff / volunteers / students / participants / clients associated with Laverton Community Integrated Services Inc.

All staff / volunteers / community workers / student placements / students / participants / clients are to have access to the privacy policy of Laverton Community Integrated Services Inc. on request.

Process

A copy of the Laverton Community Integrated Services Inc. Privacy Policy will be available on request at reception.

The key elements of the privacy policy will be included in the staff / volunteer / student / participant handbook. The Privacy Statement (appendix 1) is to be displayed throughout the Centre.

The following staff are authorised to access staff / volunteer / student placement / community worker / student / participant / client information

- CEO, Community Services Manager, Education Manager, Child Care Centre Manager,- all records as required.
- Finance Officers – Access to staff personnel files, limited personal information for MYOB accounting Program.
- VET and EAL Coordinators – Access to enrolment form information and anonymous survey information
- Education Officer– student/participant records and access to Management System
- Administration Officers – Access to enrolment information and access to management systems.

- Crisis Intervention Workers – all client records
- Volunteer Coordinator – Volunteer records and ER Client records
- Tutors – relevant student/participant records
- Emergency Relief Volunteer Workers – ER Client records
- Board Treasurer – Financial Records
- Board Chair - Personnel records relevant to critical and industrial issues and all records in conjunction with the CEO.

APPENDIX 1

PRIVACY STATEMENT

INTRODUCTION

Laverton Community Integrated Services Inc. is always committed to maintaining an individual's privacy. The following information is given to explain what information we generally need for our records and to comply with legal and funding body requirements.

COLLECTION

- When a student, participant, volunteer, community worker or student placement is enrolled in our programs an enrolment form must be filled in and completed.
- Personal information is used to provide certain data to our funding bodies, for emergency contacts and to cover legal requirements.
- All information gathered is treated sensitively and with confidentiality.

USE AND DISCLOSURE

- The information provided by you will only be used for the purpose for which it is collected.
- Laverton Community Integrated Services Inc. will inform you and gain written consent prior to disclosing any of your information for any other purpose.
- If an individual cannot provide consent because of impairment Laverton Community Integrated Services Inc. will consult their authorised representative or, if none, a person we reasonably believe can make decisions in the individual's best interest.
- Data provided may be used for planning purposes in which case any identifying information will be removed.
- At times we are required by our funding bodies to survey our participants for quality purposes. This information is anonymous.

DATA QUALITY

- Laverton Community Integrated Services Inc. will endeavor to ensure that information is accurate, complete and up to date.

DATA SECURITY AND RETENTION

Laverton Community Integrated Services Inc.

- Will take all reasonable steps to protect information from loss, misuse, unauthorised access, modification and disclosure.
- Will endeavor to establish and maintain accurate records
- Will develop security measures to protect the integrity, availability and confidentiality of information.

I agree to the above terms and conditions of the LCIS Privacy and confidentiality agreement

Name: _____

Signature: _____

Date: _____