

PRIVACY POLICY SIMPLIFIED VERSION

This is a simplified version of the Able Australia Privacy Policy. This document is to be used to help you understand the full document. You must go through the complete Privacy Policy with someone you trust to make sure you understand everything. This is not a legal document.

STATEMENT

Able Australia wants to protect your privacy. So we can support or work with you, we have to collect, hold and use some of your personal information. This is information that can be used to find out who you are or other things about you. We will make sure no one gets this information about you unless you say it is okay.

PURPOSE

This document will set some rules about how we use your information. It will help us make sure only people you want seeing your information will see it.

SCOPE

This policy applies to everyone that provides information to Able Australia including clients and workers. This includes anyone that works anywhere that Able Australia delivers services and anywhere someone receiving our services lives or visits.

DEFINITIONS AND ABBREVIATIONS

'Workers' includes employees, board members, contractors, volunteers, consultants, agency staff, visitors and students.

POLICY DETAILS

Able Australia has to use personal information from our workers and clients sometimes. We use this information so we can:

- Give good advice
- Make sure the support we provide is the best it can be
- Employ workers that are right for Able Australia
- Organise activities
- Talk to workers and clients about complaints and comments
- Answer questions
- Make sure we follow the law and do what we need to do to deliver good quality support
- Keep you updated on what is happening at Able Australia
- Make sure everyone is happy with the service we are giving and the activities being organised
- Make sets of rules to make sure we do everything in the best way.

Able Australia will make sure your information isn't seen by anyone who you don't want seeing it. We believe your personal information should be protected. We also believe you should be able to access your own information when you want to. Our rules about privacy line up with our values and the legal rules in the Privacy Act 1988 (Cth) Schedule 1 Privacy Amendment (Enhancing Privacy Protection) Act 2012. Able Australia also follows the 13 Australian Privacy Principles (APPs) which started being used in Australia on 12 March 2014.

Able Australia has looked at what the Australian law says about storing your personal information. We have made our own rules to make sure we follow those laws. Those rules are that we will:

- Only collect information that we need. We won't collect information we don't need
- Make sure you understand why we collect your information and how we will use it
- Make sure your information can't be accessed by anyone else
- Let you view the information we have about you
- Let you correct the information we have about you
- Only use your personal information for reasons we have told you about. If we need to tell someone else your information, we will ask you if it's okay first.

Able Australia will respect you and your personal information. We will not share it with people you don't want it shared with.

Able Australia makes sure your information is used properly, isn't lost and is only seen by people who should see it. We use locks and filing cabinets to protect paper that your information is written on and use passwords when your information is stored on a computer.

When you use our website, we can see that you have visited and store this information. We do this so that next time you visit the website we know it is the same person. If you don't want us to be able to see that you are on our website, you can change your internet settings to hide it but it might make the website not work properly.

PROCEDURE / PROCESSES

Collection

These are rules about how Able Australia will collect your information and what type of information will be collected.

Able Australia will:

- Only collect information that it needs to run properly. Like to provide good and safe support
- Explain why we are collecting the information and how we will use it
- Make sure you know that you can look at the information we have about you
- Collect your information directly from you when we can. We will try not to collect information about you from anyone else
- When we ask you for information about yourself, we will usually do it on the phone, using a form or in a meeting. If you want to give us this information without telling us your name that is okay, but usually we won't be able to work with you or support you if you do that. If you just want to ask a general question, we can usually answer those types of questions without knowing who you are
- If we have to collect information about you from someone else, we will tell you who gave us the information and what they said
- If we receive information about you in a way that we haven't said we would in this document we will destroy it. If we receive the information that way but we could have collected it in a way that we have said is okay, we will keep the information.

Most personal information will be things that are written down, like your name or your address. In some of our centres and houses we have video cameras that are filming in case something bad happens. We will not use the video unless we need to see evidence of those things happening. No one else can see the video. None of the cameras are located in bathrooms or change rooms.

Sensitive information

Sometimes we will collect information about you that is more personal than just your name or address. This is called 'sensitive information'. This includes information like:

- Criminal record, like if you have been convicted of a crime
- Health information, like if you are sick or if you need medicine

If we collect sensitive information about you, we will ask you to sign a consent form to make sure you know and are okay with us collecting it.

Job applicants, staff members and contractors

These rules are only about information we collect if you work at or apply to work at Able Australia. If you work or apply to work at Able Australia, the main reasons we collect information from you is so we can:

- Decide whether you are the right person to work with us
- Contact you if we want you to work with us
- Make sure we follow laws and other rules that are about people who work with us

If you work at Able Australia, we might collect things like:

- information about when and how we employed you
- information about when and why you stopped working with us
- the rules you need to follow when you work with us
- your contact details
- the contact details of someone you trust in case we need to call them
- information about how well you do your job
- what time of each day you were at work
- how much money you were paid to go to work
- whether you are part of a union

The other rules in this document do not have to be followed when the person is an employee if it is being looked at because of the employment. We still follow the rules that are in the Health Privacy Principles in the Health Records Act.

Volunteers

Able Australia will also collect personal information about you if you volunteer with us. If we collect your information we will treat it the same way as we treat the information we have about our staff.

Use and Disclosure

These are rules about how Able Australia will use your information and how we will tell other people about it if we need to.

Sometimes we will need to tell your information to:

- government departments
- people who help Able Australia do the work we do; and
- anyone you say it's okay for us to tell.

These are rules we will follow when we use or share your information.

- We will only use your information for the reason we told you we were going to use it
- If we need to use your information for something else, we will ask you if it's okay. You will have to tell us it's okay in writing
- If we need to use your information for something other than the main reason we got the information we will make sure:
 - what we are using it for is similar to the reason we collected it in the first place
 - what we are using it for is something you would expect us to use it for
 - you have said it's okay
- Sometimes we have to share your information even if you say you don't want us to. Like if the law says we have to or you might get hurt if we don't
- We will ask you if you want us to stop using your information to send you emails and letters about our services, and if you say yes, we will stop sending them to you
- If someone else gave us your information, we will ask you before we send you any emails or letters about our services. If you say no, we won't send you those emails and letters
- We will tell you if your information goes to anyone overseas. If it does, we will make sure they follow the same rules as us
- We will let you view the information we have about you unless it will put you in danger or the law says we can't. If you look at your information and think it is wrong, you can tell us and we will either change it or include what you think the correct information is
- When we are not required to show you all the information you asked for, we will work with you to try show you some of the information
- We will not make you pay to look at your information, change your information or check if your information is correct

Storage

These are rules about how Able Australia will store your information and keep it safe.

Able Australia will:

- Make sure your personal information is only used in the way we said it would be.
- Make sure your information is not lost
- Make sure only people who should see your information see it or change it
- Make sure any companies from overseas that need us to give them your information follow our rules about how to store the information
- Make sure the information we keep is correct and up to date.

There are some rules set by the Government about how long we can store certain kinds of information, like health information. The Australian Privacy Principles and the Health Privacy Principles say we cannot keep information about your health for longer than we need it. There are also rules about how long we can keep that information. We follow these rules.

Destruction and de-identification

These are rules about how Able Australia will get rid of your information when we don't need it anymore.

Able Australia will:

- Get rid of the personal information we have about you once we no longer need it. This includes information from work mobile phones or laptops
- Where we can, we will use your information without saying that it is your information. This means we might use your information but not use your name.
- Once we no longer need your information, we will destroy it but often we will need to keep it so we can keep telling you and other people about our services.

Data Quality

These are rules about how Able Australia will make sure the information about you is correct.

Able Australia will make sure the information we collect is correct, has no bits of information missing, it is up to date and it is only information we need to run properly.

Openness

These are rules about how Able Australia will be honest with you about your information and how we are using it.

Able Australia will:

- Make sure everyone knows about the privacy rules
- Make it easy for people to see these rules by putting them on the website and in other documents

Access and Correction

These are rules about letting you see your information and make changes to it if you need to.

Able Australia will:

- Let you look at the information we have about you and let you change it if the information is wrong, has parts missing or is too old.

Anonymity

If you want to keep your name a secret when you give us information that is okay as long as it doesn't stop us providing you services or working with you. Usually we cannot provide services or work with you if we do not have your name.

Making information available to other organisations

Able Australia is only allowed to share your information with other organisations if you say it's okay.

REFERENCE DOCUMENTS / FORMS

We looked at the following laws (and some others) when we were making the rules to make sure we were following them:

Privacy Act 1988 (Cth)

Privacy Amendment (Enhancing Privacy Protection) Act 2012
Australian Privacy Principles
Disability Act 2006 Victoria
Disability Act 2011 Tasmania
Disability Act 1999 ACT Aged
Care Act 1997

We also looked at some rules other organisations have made. They include:

National Standards for Disability Services
Human Service Standards Victoria
Home Care Standards
GLF 3 Consent Form – Governance & Leadership Forms

CONTACT US

If you think we need to change some rules or add some rules, you can use the Improvement Opportunity Form. When you fill out the form you can include the changes you want and send it to the Quality and Compliance Manager. You can also email Able Australia using info@ableaustralia.org.au or calling 1300 225 369.

If you would like more information about the way Able Australia collects and uses your information or you want to see what information we have about you, please contact the Privacy Officer.

If you are worried your information was shared when you didn't say it was okay, please contact the Privacy Officer.

The Able Australia Privacy Officer can be contacted at:

Privacy Officer
413 Canterbury Road
Surrey Hills VIC 3127
Email: info@ableaustralia.org.au
Tel: 1300 225 369

If you talk to the Privacy Officer and you are still not happy, you can talk to:

Office of the Australian Information Commissioner via:

Email: enquiries@oaic.gov.au
Tel: 1300 363 992
Fax: +61 2 9284 9666

If you want to complain about Able Australia, you can do that on our website at this link <https://ableaustralia.org.au/about-us/contact-us/> or you can call us on 1300 225 369.