



# Disability Services

## Information Sheet

### Privacy and Access to Information

Disability Services is part of the South Australian Department for Families and Communities. Disability Services runs programs and services through several metropolitan and country offices across the state and various residential facilities.

#### General information

Disability Services holds files for all registered clients. We respect your right to privacy and have strict policies regarding confidentiality and the access to, and release of, personal information.

#### Accurate information

We will ensure that information we collect about you is accurate, but you should inform us of any changes in your address or other personal details that are required for the provision of services, or by our funding bodies (refer to *Disclosure of Information* section).

If personal information is found to be inaccurate, we will take reasonable steps to correct the information, in accordance with the *State Records Act 1997* and *Freedom of Information Act 1991*.

#### Access to information

Wherever possible, we will give you access to information we hold about you. This may be available informally, via your local office, or formally in accordance with the *Freedom of Information Act 1991*.

If you wish to access information under the *Freedom of Information Act 1991*, you should apply to:

Freedom of Information Officer  
103 Fisher Street, Fullarton SA 5063

For more information about applying for access to information under the *Freedom of Information Act 1991* visit the State Records website at: [www.archives.sa.gov.au/foi](http://www.archives.sa.gov.au/foi).

The personal files of staff and clients are not available for perusal by anyone other than the person concerned, except with the written consent of the person, or if appropriate, their guardian.

#### Disclosure of information

The Department for Families and Communities follows the SA Government *Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People and Their Families*. This means that the department will work closely with other agencies to coordinate the best support for you and your family.

The Department for Families and Communities will not share information with anyone else unless:

- ▶ you ask us to
- ▶ you provide consent
- ▶ it is in your best interests
- ▶ your life, or someone else's life, is in danger
- ▶ there is an immediate or anticipated serious threat to the safety and/or wellbeing of children or young people and their families
- ▶ we are required to do so by law.

Disability Services is also required to release information about service users (without identifying you by full name or address) to the Australian Institute of Health and Welfare, to enable statistics about disability services and their clients to be compiled. The information is kept confidential and is used for statistical purposes only. It will not be used to affect your entitlements or your access to services.

## **Principles of Fair Information Practice and how they affect you**

As per the *DFC Code of Fair Information Practice*, Disability Services will:

- ▶ only collect information that is necessary for what we do
- ▶ be fair in the way that we collect information about you
- ▶ tell you who we are and what we intend to do with information about you
- ▶ where practicable, collect personal information directly from you
- ▶ wherever possible, make sure that you know if we collect information about you from someone else
- ▶ limit the collection of sensitive information about you
- ▶ only use or disclose information about you in ways that are consistent with your expectations or are required in the public interest
- ▶ ensure that information about you is accurate when we collect or use it
- ▶ keep information about you secure
- ▶ be open with you about what kinds of personal information we hold and what we do with it
- ▶ wherever possible, let you see the information we hold about you and correct information if it is wrong
- ▶ limit our use of identifiers that government agencies have assigned to you
- ▶ deal with you anonymously if we can and you want to, but this may affect your access to some services
- ▶ take steps to protect your privacy if we send personal information about you to a third party.

