



PRIVACY INFORMATION FOR CLIENTS

As a Disability Support and Treatment provider, Effective Plan Management must comply with the Privacy Act 1988 and Health Records and Information Privacy Act 2002. This legislation ensures protection for an individual's. This legislation ensures protection for an individual's personal information and that it is stored and used appropriately.

Effective Plan Management is obligated to follow certain requirements in relation to the collection of information and the access we have to certain information.

Your records are to be kept confidential and will only be discussed with your consent. You will be asked to sign an authority or consent form, which details who the information can be released to. Your consent is critical to the services we can provide. If we do not have consent, we cannot proceed unless the information consent form is signed. Your nominated advocate may also sign the forms to provide consent on your behalf.

WHAT INFORMATION DO WE COLLECT?

- Personal details such as your address, phone number(s), date of birth, nature of disability, advocate details (if appropriate)
- Information pertaining to your health such as the diagnosis, treatment, alternate/additional conditions, treating health/medical professionals and information relating to your health that may impact on the services provided to you.
- Information about the supports you receive, previous/alternate services utilised and any other current assistance utilised (both informal/formal).

WHAT DO WE NEED THIS INFORMATION FOR?

Effective Plan Management needs this information to provide treatment and support services to meet your full potential. It is therefore only information that is necessary for us to achieve this aim that we will have access to. Your information will only be disclosed to other parties to achieve our aim of helping with the services that we provide for you. Sometimes however, we may be obligated to provide the NDIA.

WHO DO WE GET THE INFORMATION FROM? WHO DO WE GIVE IT TO?

In order to assist with your treatment and provide support services, in general we may need to exchange information with the following parties: • Your doctor/specialist • Your LAC • Your other treating professional(s), e.g. physiotherapist, psychologist • Your nominated advocate (if appropriate) • Your support coordinator • Your employer • Your school

CAN I HAVE ACCESS TO MY FILE?

If you wish to review the contents of your file, and/or obtain copies of your reports, please discuss your request with your service provider. If after liaison with your service provider, you feel you wish to view your file, you will need to make your request in writing and allow 14 days for us to process your request. We must ensure that we comply with certain legislative requirements on us so that we do not breach the privacy of other individuals. We will encourage you to seek access to reports written by a third party by contacting them directly. An administration fee may apply to obtain copies of reports and file information.

A nominated advocate may also access your file for you. Your nominated advocate will have access to the contents of your file, and will be able to request copies of your reports, as per above. The nominated advocate must proceed through the above legislative requirements to obtain any information. No other parties may access your information unless nominated. If you wish to change or add an advocate, please speak to your service provider for further direction.

Queries or concerns relating to your privacy can be forwarded to your service provider, or if unresolved necessary to the Area Manager or Privacy Officer at Effective Plan Management.

Further information is available from the following resources:

EFFECTIVE PLAN MANAGEMENT

02 4702 6888

Office of the Australian Information Commissioner

1300 363 992 enquiries@oaic.gov.au www.oaic.gov.au