

# Privacy Policy Statement

In handling personal information Essential Personnel is bound by the National Privacy Principles in the Privacy Amendment (Private Sector) Act 2000.

## 1 WHAT IS PERSONAL INFORMATION?

Personal information is information or opinion that other people could use to identify you. It includes things like your name, date of birth, address and phone number.

### 1.1 What sort of Personal Information does Essential Personnel hold?

Personal information collected by Essential Personnel generally includes:

- Your name, date of birth, address, and other contact details such as telephone number.
- The name and contact details of your guardian or advocate if applicable.
- Information about your health and disability including current needs and skills.
- Domestic living arrangements.
- Your schooling, training and employment history, where applicable.

### 1.2 Why does Essential Personnel collect this information?

Personal information is collected so Essential Personnel may:

- Find and support you in a job.
- Provide you with an employment service based on your own goals and needs.
- Provide suitable and efficient services and supports based on your needs and requirement.
- Provide funding body with the information as required.
- Part of your employment with Essential Personnel.

### 1.3 Can you look at your Personal Information?

Essential Personnel will make your personal information available to you on request. To see your file or other personal information ask your Line Manager, Coordinator or Support Worker and we will make the information available to you. If access to some information is denied or limited, we will tell you this and why.

If our information is not correct, incomplete or is out of date please tell us so we can correct it.

## 2 HOW DO YOU MAKE A COMPLAINT ABOUT PRIVACY CONCERNS?

If you believe Essential Personnel has not correctly looked after your personal information, please express your concern about it so we can fix the problem quickly and privately.

To make a complaint you should take the following steps:

- If you need help to make your complaint you are encouraged to bring a friend, family member or advocate with you.
- Speak to your Line Manager, Coordinator or Support Worker as they may be able to assist with resolving or responding to your concerns.
- If you have a problem with your Line Manager, Coordinator or Support Worker you can talk to the Regional Manager.
- If your complaint cannot be settled with the Regional Manager, you can talk to the CEO, (we will provide you with information on how to do this at the time).
- Your complaint once formally lodged will be acted upon within 28 days.
- If the matter cannot be resolved at CEO level and you are still not satisfied with the resolution, we will give you information on how you can pursue your complaint externally to a relevant agency appropriate your service context. Relevant agencies include but not limited to Disability Services Abuse and Neglect Hotline, The Disability Complaint Resolution and Referral Services, The Department of Social Services, NDIS Quality and Safeguards Commission.

### **3 HOW DO YOU FIND MORE INFORMATION ABOUT OUR PRIVACY PRACTICES?**

If you have any questions or would like some more information about how we look after your personal information, please contact us on (08) 9484 5600.

### **4 RELATED POLICIES**

This policy relates to the following policies in use within Essential Personnel:

- Privacy, Dignity & Confidentiality Policy

CHIEF EXECUTIVE OFFICER

1 November 2021

END OF DOCUMENT

Electronic documents, once printed, are uncontrolled and may become outdated.