

## restrictions on confidentiality and privacy *cont'd...*

also need to allow access to your personal files by third party review and evaluation staff for the purpose of ensuring that we provide a high quality of service to our clients.

## complaints and appeals

MASP has a very clear Complaints and Appeals procedure which you can use if you feel your personal information is not being treated sufficiently confidentially or in accordance with

the principles outlined above in this brochure. See our separate Complaints and Appeals information brochure.

## feedback

We welcome your feedback, good and bad, about the service we offer and about your experience of the way we have handled your personal information. Suggestion boxes are available in all the client reception areas of our most used service locations and if these are not readily available comments can always be lodged at reception at our main office in Langtree Avenue Mildura or posted to us.

## need more information?

If you need further information ask your allocated MASP Case Manager.

You can also get more information about us on the Internet. Go to [www.masp.org.au](http://www.masp.org.au) or to [connectingcare.com](http://connectingcare.com)

At [connectingcare.com](http://connectingcare.com) you can make an electronic referral to MASP if you wish.

[www.masp.org.au](http://www.masp.org.au)

# privacy and confidentiality

MASP is committed to  
protecting your privacy

## contact MASP

Mallee Accommodation and Support Program Inc.  
Telephone 03 5023 3744 or 03 5021 4006  
Email [info@masp.org.au](mailto:info@masp.org.au)  
140 Langtree Avenue Mildura Victoria 3500



## our commitment

MASP is committed to protecting the privacy of your personal information as we work together in partnership towards meeting your needs.

Personal information is information which directly or indirectly identifies you. MASP seeks to ensure that you are aware of what information is held by us and your rights in relation to your information.

In most general terms we take every step to ensure that information you share with us remains confidential, private and secure and (with very few exceptions: see below) is not released to any third party without your express permission (usually in writing).

MASP is bound by the *Health Records Act 2001* and the *Information Privacy Act 2000*, as well as other laws which impose specific obligations in regards to handling of personal information. MASP endorses the principles contained in these Acts and frames its practice around these principles to ensure that they are upheld.

It is important to MASP that you are aware of our policies in relation to our management of your personal and/or health information.

## why we collect your information

We keep your name and contact details on your client record as well as other personal and health information collected solely for the purpose of providing MASP services and programs to you. This information is kept secure in a client file in a locked environment at MASP. We take every step to ensure that your information is kept confidential and cannot be seen by anyone other than MASP staff.

The information provided by you will be used for the purpose of:

- Assessing which services can best meet your needs
- Determining whether we can provide those services
- Monitoring and Evaluating the quality of the services provided to you

We sometimes ask about sensitive personal information such as about your ethnic background, religion or health. We do this only to provide a more appropriate and sensitive service to you. You have the right not to provide this information to us.

You can expect that sensitive personal information disclosed by you to our staff during the receipt of MASP services is kept confidential. All MASP staff sign a strict confidentiality agreement in respect of the personal information of their clients, when they join the Agency.

## need to know

MASP only collects information that we need to have in order to make informed decisions about the service or program you have requested or been referred to.

Information about you may be shared between staff working in the same program area and between your case manager and their supervisor (or in other training situations which will improve the quality of service that we offer). Generally however, within the Agency we observe a minimum disclosure policy with your personal information restricted to those staff who need to know for the purpose of providing a quality service to you.

## disclosure of information to third parties

MASP does not normally disclose information to anyone outside MASP without your consent in writing (or your verbal consent to a MASP staff member backed up by consent in writing at the earliest possible opportunity). This includes disclosure of contact details to any persons including those who claim to be friends or family.

## your right to refuse to give personal information and consent

In your dealings with MASP you have the right not to disclose personal information and the right to refuse to give MASP staff permission to share personal information with any one outside MASP. You also have the right to change your mind and withdraw previously given consent. If you exercise these rights however, it could, in some instances, significantly affect the ability of MASP to provide you with a quality service.

## access to your information

Unless prevented by legislation a consumer can check the information we hold on them by contacting the MASP Privacy Officer. When making such a request, at least five working days are required to arrange access. You may ask for alterations to be made if our file contains incorrect, inaccurate, incomplete, misleading or out of date information.

## restrictions on confidentiality and privacy

MASP is committed to ensuring that sensitive personal information about you is not disclosed to any other party without your consent.

There are however some instances where we may be required by law(s) to disclose information about you without your consent. These include where there is a serious and imminent threat to any persons health or safety (including your own) or where we may be required to provide information (including our files) to a court. In some cases we may