



## Privacy, Rights & Confidentiality Statement

### *Your information*

#### **What information do we collect about you?**

We keep your name, date of birth, contact details, and in some cases information about your health and/or education status

#### **Why do we collect your information?**

We collect this information to assist us in providing data to our funding bodies and to better manage and plan our services. We collect emergency contact details in case there is an incident while you are at the centre.

#### **Who else sees your information?**

Your information can only be seen by the staff and reception desk volunteers in the centre. We only release information about you if you agree or if required by law, such as in a medical emergency.

#### **Legal and other limits of confidentiality**

In some circumstances confidentiality may be breached without notification.

Some examples are:

- when information must be disclosed to ensure a person's safety;
- when protection of a child is involved  
(Mandatory Reporting Act 1993, Child Wellbeing and Safety Act 2005);
- when required by law (e.g. Court Subpoenas).

### *Protection of your records*

#### **How will your information be protected?**

The privacy of your information is protected by law. We are committed to protecting the confidentiality of your records. We treat your information in the strictest confidence and store it securely.

#### **What say do you have in what happens to your information?**

It is your right not to share some of your information or restrict access to your client record, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

### *Access to records*

#### **Can you access your information?**

Yes. You have a right to request access to your information and to ask for it to be corrected if necessary.

#### **Comments/Complaints process**

Mooroopna Education and Activity Centre welcomes any feedback from the community and/or persons that access the centre. You can make a comment, suggestion or complaint by talking to a member of staff, Board representative or the manager or put this in writing and mail to the address at the top of this form. Complaints will be investigated and responded to in the shortest time possible.

I have been advised and understand the limitations of privacy and confidentiality in relation to activities provided by Mooroopna Education and Activity Centre.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Hard copies of all Mooroopna Education & Activity Centre policies are available upon request to the Manager. Website policy go to [www.meginc.com.au](http://www.meginc.com.au)**