



Your Information – It's Private

e.motion21 understands that privacy and confidentiality is important to our community. e.motion21 is committed to upholding the principles of Privacy and Confidentiality in accord with legislative requirements including the *Privacy Act, 1988 (C'th)* and the *Health Records Act 2001 (Vic.)*

Upon enrolment in an e.motion21 program, certain information about you will be collected. Where need be, further information about you may be collected throughout your interaction with the service.

How e.motion21 stores this information

- All personal or identifying information gathered and compiled in relation to service users is kept in secure individual files (electronic or hard file) accessible to authorised staff members only.
- All service user files (electronic or hard file) remain the property of e.motion21. Inactive and closed files are retained and archived for a minimum of seven years by the organisation.
- All electronic databases and computer based files will be accessible only on the e.motion21 computer system by authorised staff with current, individual password and user name.

How you can alter or gain access to your information

- Service user consent must be obtained to retain information and to release information to nominated health professionals, carers, agencies or individuals.
- Information relating to a service user may only be disclosed without service user consent when required by law including:
 1. cases where mandatory reporting conditions exist;
 2. a valid search warrant is issued by law;
 3. when information is subpoenaed for court proceedings,
 4. where duty of care overrides confidentiality.
- To edit/update your information a statement in writing must be submitted to e.motion21 via post – 188 High St, Kew 3101, or email – info@emotion21.org.au

Why personal information is kept and how it is used

In accord with legislative requirements, e.motion21 collects and records clientele information. This information is used for: communication purposes, health management planning, behaviour management planning, service delivery planning.

Definitions

health information—as defined by the *Health Records Act*, includes personal information that is about:

- an individual's physical, mental or psychological health
- a disability of an individual
- an individual's expressed wishes about the future provision of health services
- a health service provided to the individual

- collected to provide a 'health service'
- collected in connection with the donating of body parts
- genetic information in a form that is, or could be, predictive of the health of an individual or any descendents.

Related information

Advocacy

At any stage during your interaction with e.motion21 should you wish to use the services of an advocate please contact the Office of the Public Advocate on 1300 309 337 or via their website on www.publicadvocate.vic.gov.au

Human Rights

[The Charter of Human Rights and Responsibilities Act 2006](http://www.humanrightscommission.vic.gov.au/the-charter) (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves. The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government, to act consistently with the human rights in the Charter. For more information on and to view the Charter, please visit the website of the Victorian Equal Opportunity and Human Rights Commission or click on the link here: <http://www.humanrightscommission.vic.gov.au/the-charter>

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