
CLIENT RIGHTS TO CONFIDENTIALITY

As a client, you have the right to:

- have your file and all related records kept secure
- know that staff and volunteers have been briefed on confidentiality requirements
- have an interpreter (if required) fully briefed on confidentiality requirements
- Give or refuse consent to the release of information

Privacy

Where possible, you will be given the option of dealing anonymously with the Centre (eg – where general information and/or referrals are provided over the phone).

Where possible, all personal information will be collected directly from you.

When collecting personal information, reasonable steps will be taken to ensure that you are aware of:

- Who is collecting the information
- Why the information is being collected
- What it will be used for
- How you can get access to the information
- Who else usually has access to the information
- What the main consequences are (if any), if you do not provide the information
- Who the information might be given to

Disclosure, use and security of personal information

Personal information will only be disclosed to third parties once names have been removed.

If information about you has been collected from someone else, reasonable steps will be taken to inform you.

We will take reasonable steps to protect your personal information from misuse, loss and from unauthorised access, modification and disclosure.

We will not use or disclose a unique identifier (eg. social security or drivers licence number) without consent from you, unless it is required by law or is necessary to provide legal services.

Accuracy and access to personal information

We will ensure that your personal information collected, used and/or disclosed is accurate, complete and up to date.

If you want to view your personal information, you may request access to your records within a reasonable timeframe. If access is denied or delayed, the Centre shall provide reasons to you.

Medical Information

Information regarding your health or medical treatment will only be collected, recorded or communicated to other staff members or volunteers if it directly relates to your legal matter.

Complaints

Complaints about breaches of confidentiality or privacy can be made (either in writing or verbally).

Verbal complaints

If you wish to make a verbal complaint, you may ask to speak with a Manager.

If you are not satisfied with the action taken by the Manager or if the complaint is about the Manager, you may ask to speak with the Chief Executive Officer.

Written complaints

You can email complaints to eclc@eclc.org.au.

Alternatively, written complaints can be addressed to the:

Chief Executive Officer
Eastern Community Legal Centre
Suite 3, Town Hall Hub
27 Bank Street
BOX HILL VIC 3128

If the complaint is regarding the Chief Executive Officer, the written complaint should be addressed to the Chairperson and marked "Private and Confidential."

Clients may make complaints anonymously, if they wish. All complaints will be handled with understanding and respect.

Complaints about breaches of privacy can also be made to:

Office of the Federal Privacy

Commissioner

GPO Box 5218
Sydney NSW 2001
Ph: 1300 363 992
www.privacy.gov.au

Office of the Victorian Privacy

Commissioner

GPO Box 5057
Melbourne VIC 3001
Ph: 1300 666 444
www.privacy.vic.gov.au

Office of the Health Services

Commissioner

Level 30, 570 Bourke Street
Melbourne VIC 3000
Ph: 8601 5222
www.health.vic.gov.au/hsc