



Local Outlet:
Seventh-day Adventist Church
Cnr Lyones & Railway Ave
UPPER FERNTREE GULLY 3156
Victoria

updated 25 July 2010

PRIVACY POLICY

This Privacy Policy is established to satisfy the following requirements:

- To identify clients
- To keep records of benefits given to clients
- To enable statistics to be compiled
- For financial control

What Records We Keep

We keep the following personal details of clients:

- Name
- Address
- Phone number (if given)
- Household composition
- Type of Centrelink benefit
- Amounts, date and type of each benefit

Frequently we ask to see some form of identity such as a Centrelink card, driver's licence etc but no record is made of the reference number. However, a note is made that we verified a person's identity or address from some official document.

We endeavour to ensure that all personal information is accurate and up-to-date. However, we cannot give absolute guarantees that all information is 100% accurate, because we rely to a large extent on what clients tell us and details may change during a period when there is no contact with a client.

Where is the information kept

Personal information is kept in the following ways:

- (1) On a card file which is situated in the home of one of our staff. This file is brought to the welfare room when it is needed for operational purposes.
- (2) On a computer situated in the home of one of our staff. These records are kept for accounting, management and statistical purposes.

How long do we keep the personal information?

We maintain records of personal information for a minimum of seven years.

What is the information used for?

Information of a personal nature is used for:

- Maintaining control of benefits given to clients
- Management purposes
- The review of the level and type of benefits
- The compilation of statistics for government departments in order to retain grants

Audit of accounts

With the permission of the client, personal information can be passed to another welfare agency

The information collected is kept within ADRA Ferntree Gully and does not go beyond the staff of our organization. Sometimes our staff may discuss for their mutual edification matters which may involve personal information, but these discussions are kept strictly confidential. Unless required by our agreement with a government department or by the law or with the consent of the client, information is not given by any staff member to any other organization or person for any purpose.

Protection of personal information

Access to personal information is restricted:

In the case of the card file, to staff members

In the case of the financial accounts, to the Treasurer of our organization

Reports which include personal information are not circulated other than to staff members. Staff members are bound by a Code of Conduct which includes, among other things, strict confidentiality and secrecy and forbids any use of such information for purposes other than for the proper and efficient operation of our organization.

Records containing personal information are disposed of by incineration or deletion from a computer as the case requires.

In the case of computer records, the data files are protected by a password. The computer is guarded by a modem which contains a basic firewall and there is another firewall installed on the computer.

Contact details

This policy can be discussed with our privacy officer at the following address

P.O. Box 696, Belgrave 3160