Client Privacy

Rebuilding lives through sport, arts and employment pathways
We take our clients’ privacy seriously

The staff at Reclink Australia Disability Employment Service (Reclink) respect our client’s right to privacy. We are committed to protecting the confidentiality of the information held by us. Reclink is required to comply with the Information Privacy Principles contained in the Information Privacy Act Victoria. We are also required to comply with the National Privacy Principles contained in the Privacy Act 1988. This brochure explains how we handle your personal information. If you have any questions about privacy that are not answered in the brochure, please contact Reclink.

By telephone: 03 9419 6672
By email: admin@reclink.org

Why we collect information

Reclink is required to collect client personal details of our clients along with details of incidents and complaints that relate to the service we provide. The information we collect also enables Reclink to provide services that meet our client’s requirements.

What information do we collect?

We hold records for all Reclink clients; this includes their name, contact details and a copy of their Employment Assessment Details. Other details such as our client’s support plan, the support provided, information about their personal needs, special requests and relevant conversations/correspondence are also kept. We may also collect information from other providers who are working with Reclink clients (such as health professionals, care agencies etc.) We will only do this if the information is necessary for us to provide the services requested and when the client has given consent for the information to be shared.

Access to information

Reclink clients have a right to request access the information held by Reclink on their file. Where it is considered the information is not correct, they can ask for it to be corrected.

Who can access client information?

Only members of staff involved in the Disability Employment Service can access a client’s information. Reclink will not release information to other agencies without our client’s consent unless required by law, such as in a medical emergency.

How we collect and release your information

Reclink clients are requested to complete a ‘Consent to Collect and Release Information Form’. Clients have the choice not to share some of their information such as restricting access to client records; this may affect our ability to provide appropriate services. If a person cannot give consent to information being shared or make a decision about personal privacy, Reclink will request the form be completed and signed by the person’s nominated representative on their behalf.
Protecting your information

All information we collect is held on electronic files, paper-based originals are scanned and also stored electronically (this includes signed consent forms and your Employment Assessment Details. All Reclink electronic records are held on a secure server that is password protected to ensure only Reclink team members involved in the delivery of service have access. Reclink does hold some historical paper-based records; these are kept in locked filing cabinets within our office.

How to make a complaint

If you believe that we have not dealt with your personal information correctly, you may make a complaint, this must be in writing and include your address and full details of the complaint. Privacy complaints should be sent to:
Reclink Australia Complaints,
115B Ferrars Street
South Melbourne, Victoria 3205
By telephone: 03 9419 6672
By email: admin@reclink.org

You have the right to request the support and guidance of family, friends, carers and independent advocates to uphold your rights and represent you. We will process and respond to your complaint within 10 working days from receipt. For more information about the complaint procedures, please contact us. If your complaint is not resolved to your satisfaction by Reclink, you can refer it to:

Anti-Discrimination Commission Queensland
Telephone: 1300 130 670
www.adc.qld.gov.au

Department of Communities, Disability Services and Seniors
Telephone: 13 74 68
www.communities.qld.gov.au

Office of Fair Trading Queensland
Telephone: 13 74 68
www.fairtrading.qld.gov.au

Ombudsman Queensland
Telephone: 07 3005 7000 or 1800 068 908
www.ombudsman.qld.gov.au

Office of the Information Commissioner Qld
Telephone: 1800 642 753
www.oic.qld.gov.au

National Disability Services (Qld)
Telephone: 07 3828 9400
www.nds.org.au

Australian Human Rights Commission
Telephone: 1300 656 419
www.humanrights.gov.au

Disability Advocacy Resource Unit
Telephone: 03 9639 5807
www.daru.org.au/contact-us