

About Turning Point

Turning Point is a specialist alcohol and drug organisation integrating treatment and support service delivery with research, education and training.

Turning Point is committed to protecting the privacy of staff, clients and all those who we work with across the full spectrum of our services:

- Education & Training
- Clinical Services
- Administration
- Telephone Services
- Research & Evaluation
- Forensic & Outreach Services
- Community Initiatives

We have always worked in accordance with the highest professional and ethical standards of confidentiality and quality assurance in the provision of our various services.

The Victorian Government has introduced legislation which establishes particular standards for the collection, handling and disposal of information. The legislation also creates new rights of access to personal information for all Victorians.

Turning Point welcomes the additional standards and rights as a strengthening of and compliment to our existing efforts in ensuring confidentiality and quality practice. The new standards are listed here as summaries of the privacy principles. The process for accessing information is also outlined.

Accessing your personal information

Where you have a Turning Point staff member that you usually work with, simply make enquiries through that person in the first instance.

We will ask that you put your request in writing – a standard form has been created for you to use in order to specify your request.

Alternatively, you can request information through the Turning Point Privacy Officer on 03 8413 8413.

A moderate fee is charged for the collation of information, summarising of files or other similar services.



Turning Point
Alcohol & Drug Centre

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Australia

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F: 03 9416 3420
E: info@turningpoint.org.au
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Privacy statement Access to and protection of your rights

What is personal information?

Personal information is factual information or opinion about a person which identifies that person or from which their identity could reasonably be ascertained.

Ensuring the highest standards for the collection, handling and disposal of information

Providing you with access to your personal information

Information privacy principles

The Information Privacy Act 2000 establishes the following ten privacy principles which form the practical core of the new standards and the basis of Turning Point standards.

1. Collection

Collect only personal information that is necessary for performance of the functions. Advise individuals of the purpose of collection and that they can gain access to their personal information.

2. Use and disclose

Use and disclose personal information only for the primary purpose for which it is collected or a secondary purpose the person would reasonably expect. It is best to get consent, but the law allows some uses without consent, such as to protect safety.

3. Data quality

Make sure personal information is accurate, complete and up to date.

4. Data security

Take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

5. Openness

Document clearly expressed policies on management of personal information and provide the policies to anyone who asks.

6. Access and correction

Individuals have a right to seek access to their personal information and make corrections.

7. Unique identifiers

A unique identifier is usually a number assigned to an individual in order to identify the person for the purpose of an organisation's operations. Tax file numbers and driver's licences are examples. Such numbers can be used to match data and diminish privacy. The use of unique identifiers is strictly limited.

8. Anonymity

Give individuals the option of not identifying themselves when entering transactions with organisations, if that would be lawful and feasible.

9. Transcriber data flow

If personal information travels, privacy protections should travel with it. Transfer of personal information outside Victoria is restricted. The information should only be transferred if the recipient can protect the privacy under similar legislation to Victoria.

10. Sensitive information

The law restricts collection of sensitive information like an individual's racial or ethnic origin, political views, religious beliefs, sexual preferences, membership of groups or criminal record.

Protecting your rights

A complaint system is available if you are not satisfied with the process for accessing your information. Within Turning Point, you can ask that the Director review the request and the agency's response.

There are two Commissioners established through the legislation to guard your rights and hold agencies accountable where they have not complied with the law on this matter. They are both independent and able to receive complaints, investigate agencies and recommend actions by the agencies.

In the case of privacy issues not related to health information (eg information in a client file), contact:

Office of the Victorian Privacy Commissioner

Level 11, 10–16 Queen Street
Melbourne Victoria 3000

T: 03 8619 8719 F: 03 8619 8700

Local call: 1300 666 444

E: enquiries@privacy.vic.gov.au

The other Commissioner deals with health information; that is, personal information that includes fact and opinion about a person's mental or psychological health or disability and about actual or intended health care plans and service delivered. In this case, contact:

Health Services Commissioner

Complaints and Information
30th Floor, 570 Bourke Street
Melbourne Victoria 3000

T: 03 8601 5200 F: 03 8601 5219

Toll free: 1800 136 066

E: hra@dhs.vic.gov.au