

Wyndarra Centre Inc

User Rights Statement

Statement

All users have a right to information, advocacy and support services, however the general availability of some specific services are limited by government funding restraints and policy directions.

All users of Wyndarra Services have the right to:

- **RESPECT:** All users have the right to be treated at all times with dignity.
- **CONFIDENTIALITY:**
 - a) All records relating to service users are confidential and will not be released without the users consent;
 - b) All information relating to service users is treated as confidential within the service. Any discussion about a service user with other service providers outside Wyndarra will only occur with the consent of the service user. Consent may be withdrawn at any time or given an expiry date.
 - c) Service users or their authorized representative have the right to see all Wyndarra records relating to them. The release of service user's information in the event of an emergency or specific situation that require breaches of confidentiality are covered by the Privacy & Confidentiality Policy. This is available on request at the front desk.
 - d) Service users have a right to nominate an authorized representative who also has access to personal information; details of this process are also covered in the Privacy & Confidentiality Policy or speak to a staff member for clarification.
- **PRIVACY:** All service users have a clear right to privacy.
- **CONSULTATION:** Service users have the right to be consulted on all matters relating to them. All decisions will be made by them wherever possible.
- **CHOICE :** All service users have the right to refuse a service, without fear of prejudicing further services being available, offered and accepted.
- **COMPLAINTS:** All service users have the right to complain if they feel that the service is inadequate in any way. Complainants will not prejudice their future choices of further services being available, offered and accepted. Wyndarra views complaints as a way of furthering service effectiveness and satisfaction. You can access a copy of the Complaints Guideline and/or collect a Compliments, Complaints and Feedback Form upon request.

Privacy Statement

Wyndarra Community and Resource Centre is committed to adhering to the Privacy Act 1988 and the changes to the act in 2001 and is also committed to upholding the right to privacy of all individuals who have dealings with Wyndarra. Wyndarra will take the necessary steps to ensure that all personal information that members of the community share with us remains confidential (Personal information is any information, which can be used to identify any individual).

Wyndarra's Privacy and Confidentiality Policy is available upon request detailing our organizations management of personal information and on request individuals will be informed of the information it holds, for what purpose and how it collects, uses and discloses information.

Wyndarra limits the collection of all personal information as much as possible to protect your right to privacy and confidentiality.

- **What personal information is collected about me?** Details to provide you with a quality service and details are collected as part of the assessment process and or others need to be collected as part of funding body requirements.
- **How is my personal information used?** To provide support and assistance to you in meeting your needs.
- **How is my personal information stored?** In a secure file in a secure area at the Wyndarra Centre. Information that is recorded on a computer database is secure.
- **How long is my information kept?** Files containing financial information relating to financial assistance are required to be kept for a period of 7 years.
- **Who has access to my personal information?** Only direct service staff and yourself or nominated representative will have access to your personal information.
- **Do you disclose my personal information to other services or agencies?** Your personal information is not released to any other service or organization without your formal consent. A signed statement of consent to release any information is the Centre's Policy. Self-harm or harm to others is viewed as an extreme circumstance in which case personal information may be shared without your consent.
- **How can I access and make any corrections to my personal information?** It is your right to access your files. If you would like access to, or make changes to any of your personal details see the relevant staff member.