



Privacy Statement – Family Services

Very Special Kids is committed to protecting the privacy and the rights of individuals in relation to their personal information. We want to provide a safe and secure environment for you and will only collect information that is necessary for us to provide services, or where it is required by law.

This Privacy Statement refers specifically to privacy issues relating to the delivery of services to families. For information concerning privacy issues relating to donations, employment and volunteering, please refer to the “Privacy Statement – Donations, Employment and Volunteering” on our website.

What information does Very Special Kids collect about me & why is it collected?

When your family is first referred and accepted into Very Special Kids, we create a record containing information such as your name, address, phone number, date of birth, racial or ethnic origin, and the health details of your Very Special Child. Every time you interact with us in person, over the phone, or via email or our online forms, we add new information to this record.

Health and wellbeing information is collected to ensure that you and your family receive the best possible care and helps ensure that everyone involved in your care at Very Special Kids has up to date information.

We may also collect de-identified information for quality improvement purposes such as anonymous answers to surveys or aggregated information about how users access and use our website or Facebook page.

Where it is lawful and practicable to do so, Very Special Kids will offer you the option of interacting with us anonymously or by using a pseudonym.

If there is information about you that you do not want collected, please tell us. We will discuss with you any consequences that failing to provide this information may have.

How long does Very Special Kids keep information about me?

We are legally required to keep medical records for seven years after your last attendance (for adults) and for children until they reach 25 years of age. These records remain the property of Very Special Kids but you may request copies – refer to the “How you can access your information” section later in this brochure.

How is my information protected at Very Special Kids?

Very Special Kids maintains strict policies and systems to ensure that your personal information is protected. We may hold your information in either electronic or hard copy form. Hospice records are kept in hard copy and stored securely on-site, or at an off-site storage facility.

Information that is captured and stored electronically is kept in our on-site computer systems. It is protected from misuse, loss, and interference. Only authorised staff have access to these systems. Please be aware that we cannot guarantee the security of information transmitted to or from Very Special Kids via the internet (eg. email or online forms) prior to it reaching our systems or after it leaves our systems.

Who has access to my information?

We may disclose your personal information to our employees for the purposes of delivering services, and to any other person you have authorised. When your Very Special Child goes home after a respite stay, a letter may be sent to their treating general practitioner. We will seek your consent prior to sharing your personal information with any other organisation or health care provider, unless required to provide that information by law (eg. medical records required as evidence in court, reportable health conditions).

How can I access my information?

You have a right to request access to your personal information held by Very Special Kids. You can also ask us to correct that information if you believe it to be inaccurate or out of date. You may request access to personal information we hold about you at any time by contacting our Privacy Officer using the contact details below and providing proof of identity. Where we hold information that you are entitled to access, we will organise a mutually convenient time for you to come in and access the information. We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

What do I do if I have a concern about privacy?

If you have concerns about our management of your personal information, please speak to a Very Special Kids staff member or contact the Privacy Officer (see "Contacting Us" below for details). Once your concern is received we will investigate the matter in accordance with our Complaints and Feedback process.

If you are not satisfied with the way we have managed your concern, you may choose to lodge your complaint with an external complaints body:

Health Complaints Commissioner (Victoria)

Tel: 1300 582 113

Website: <https://hcc.vic.gov.au/> (opens in new window)

Australian Information Commissioner

Tel: 1300 363 992

Website: www.oaic.gov.au (opens in new window)

How do I contact you if I have a question about Very Special Kids privacy policy?

If you have any questions about this Privacy Statement, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website, or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your query to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that any complaints are resolved in a timely and appropriate manner.

Please contact our **Privacy Officer** at:

Privacy Officer

Very Special Kids

321 Glenferrie Road MALVERN VIC 3144

Tel: (03) 9804 6222