

Regional
Disability
Advocacy
Service



Your Guide to Privacy, Dignity and Confidentiality

September 2023



Privacy and confidentiality

RDAS recognises and respects the right of all service users to privacy, dignity and confidentiality.



We have policies and procedures that are designed to protect the confidentiality of any personal information you share.

When you use our services, your information is stored in a database on a secure server that is password protected and accessed only by the appropriate staff.

Your data

All disability and support services in Australia must report certain information to the Australian Government. RDAS sends this information (data) in a way that **does not identify individual clients**.

It is important for RDAS to collect and report this data, as it informs the story of what has been achieved by our clients with our support. We collect client data at the beginning and end of the advocacy support.

The information we collect and report includes our clients' age, gender, disability, cultural background and nationality.

Other types of information we collect

When we are working with you on your advocacy issue, we will also ask for your home address, phone number and/or email address.

If we need to contact another person or agency to discuss your issue, we will ask you to sign a consent form that lists the name of that person or agency, and what will be talked about.

Audits of files

There may be occasions when we would like to share information that we have about you with other organisations, such as auditors or other advocacy services that are not in our region.

RDAS cannot provide access to your files without your consent.

If you do not want your file to be seen by anyone else outside of RDAS, you can say **NO**. We will make a note of this on your file.

You can contact the Executive Officer if:

- You would like to see your file
- You do not think the information we keep about you is correct, or you would like to update the information we have about you
- You would like to provide feedback about the way we collect, use or store information about the clients we support

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Contact Us

Toll free: 1800 250 292

Email: admin@rdas.org.au

Web: www.rdas.org.au

Post: PO Box 982
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Offices

Wodonga: 132 Melbourne Rd

Wangaratta: 6/8-10 Tone Rd

Lavington: 2/334 Griffith Rd

Wagga Wagga: 104-105/63 Johnston St

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