

# Privacy & confidentiality



Forward Ability Support and its social enterprise, BrightSky Australia (Forward) complies with all legal obligations under the Privacy Act 1988 (Cth) and the Health Records and Information Privacy Act 2002 (NSW).

Forward complies with the National Privacy Principles outlined in the Act in all aspects of service delivery. This brochure provides a summary of these principles; how they apply to your personal information, how you can access this information and why your personal information may be used and disclosed.

## 1. Collection of personal information

Forward will only collect the information that is needed in order to provide services to you. Forward may need to obtain sensitive personal information, such as your medical details and history. This information will be managed in accordance with the National Privacy Principles and with your signed consent.

## 2. Use and disclosure of personal information

Forward will only use or disclose your personal information where you have provided a signed consent. Your personal information is disclosed to provide you service. In some situations, it may be required by law to release your information without your consent.

## 3. Quality of personal information and its access

Every effort is made to keep your personal information accurate, up-to-date and complete. You have a right to access, update, correct or amend your health information under the Freedom of Information Act. Forward will take reasonable steps to ensure that your health information is relevant and accurate before using it. If Forward is unable to provide you with access to your health information, clear explanation for doing so will be provided to you.

## 4. Storage and security of personal information

Forward will keep your information secure and up-to-date. If you cease to be a client or a member, Forward will archive and then destroy your records in accordance with legislation.

## 5. Transparency

Forward will only use or disclose your personal information where you have provided a signed consent. Your personal information is disclosed to provide you service. In some situations, it may be required by law to release your information without your consent.

## 6. Identity

Forward will only use personal details provided by you to identify and manage your personal information.

## 7. Anonymity

Forward services are specialised, so if you choose not to provide the requested information Forward may not be able to provide you with their services. Only basic information will be provided to you if you choose to remain anonymous.

## 8. Sending your information outside of Australia

Your personal information is only exchanged with organisations outside of Forward in direct relation to the services they provide you. In the event that your personal information needs to be transferred outside Australia, it will only be provided to organisations that are directly related in your ongoing health care service.



## What if you have a problem or complaint?

You have the right to make a complaint about any Forward service or products, including a complaint about the way your personal health information is managed. You can make a complaint by:

- Calling Forward on 02 8741 5656 and BrightSky Australia on 02 8741 5631 or;
- Completing Forward's Concerns, Complaints and Compliments form brochure or;
- Contacting us on [www.fas.org.au](http://www.fas.org.au) or [www.brightsky.com.au](http://www.brightsky.com.au)

## Further information

If you require further information on Privacy and Confidentiality you can call Forward on 02 8741 5656 and BrightSky Australia on 02 8741 5631.

## External Agencies and their contacts

### The Office of the Privacy Commissioner

GPO Box 5218, Sydney NSW 2001

Phone: 1300 36 39 92 (local call cost, but calls from mobile and pay phones may incur higher charges)

TTY: 1800 620 241

Fax: (02) 9284 9666

Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

[Website](#)

### Interpreter Service

If you prefer to use a language other than English, you can contact us through the Telephone Interpreter Service (TIS) on 131 450

### National Relay Service

If you are deaf or have a hearing or speech impairment you can call us through the National Relay Service (NRS) on 133 677 for TTY/ Voice or 1300 555 727 for Speak & Listen (SSR)