

Strategic Objective:

1. Excellence in Service Delivery



POLICY : 1.4 Quality

PROCEDURE: 1.4.12 **Information Privacy Procedure**

Approval By:	Manager Quality	Approval Date:	30.06.2014
Document Owner:	Manager Systems & Risk	Next Review Date:	30.06.2016

Purpose QEC Early Parenting Centre collects information for delivery of service to assist in supporting families across the community. Information is varied and collected for a variety of reasons: assisting our staff in working with families and their parenting; assist in understanding our programs clientele and the complexities that occur in today's modern world; reporting various datasets of statistical information.

Target Audience All staff

Definitions

Procedure

Information Governance
All information is collected within the Freedom of Information Act 1982, Victorian Information Privacy Principles 2006, Medical Records Act 2001 (Victoria); Charter of Human Rights and Responsibilities Act 2006. For best practice, QEC also utilises the Australian Privacy Policies 2014 for additional guidance. QEC is an accredited Community Services Organisation and complies with the ISO 9001:2008 and DHS standards.

Collection Method
Information is collected by our staff in person, form completion and health professional referrals. Information is stored in secure Client Information Systems, secured network drives and multiple secured software systems. Information includes client information, financial, personnel and operational documentation. QEC treats all information collected as critical importance and with the utmost security and confidentiality possible. Staff are trained and accountable for adhering to the Confidentiality and Privacy Policy, Victorian Code of Conduct and various other professional policies and procedures to ensure all information is secure.

Information Reporting
As a registered Public Hospital since 1982, QEC is required to report to the Department of Health for the Victorian Admitted Episode Dataset (VAED). Additionally, QEC is a registered Community Services Organisation reporting to the Department of Human Services with the Integrated Reports and Information Systems dataset (IRIS) and Early Parenting Centre collection (EPC). QEC also reports to various Organisations and Government bodies in the role of program partner, government agency and Board of Management.

- QEC reporting requirements, see table 1
- QEC Information submitted, see table 2

1.4.12 Information Privacy Procedure

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Information Access

QEC receives requests for information through the Freedom of Information Act 1982 (FOI), Public Interest Disclosure Act 2013 (PID) and the Department of Justice Children’s Courts.

Information Availability

QEC maintains an Information Availability and Information Agency Plan, published on the organisation website. These comply with the Victorian Information Privacy Principles, Freedom of Information Act, Public Interest Disclosure Act and the DataVic Access policy Standards and Guidelines. Information collected and supplied is listed for information, with avenues of access for enquiries.

Information Officer

QEC has a dedicated Information Officer within the Senior Management Team and this role oversees Information Access, storage and compliance. Review of Information, Confidentiality and Privacy, systems, security and Government legislations and requirements occurs on a yearly frequency and reports to the Chief Executive Officer and Senior Management Team.

Related Links

- 1.4 Quality and Risk Policy
- 1.4.1 Document Management Procedures
- 1.4.2 Critical Records, Access, Retention and Disposal
- 1.4.4 Quality Procedure Framework
- 1.4.5 Freedom of Information
- 1.4.6 Confidentiality and privacy
- 1.4.7 Storage, backup, disposal of records

PLEASE PLACE A ‘Y’ IN THE BLANK COLUMN relating to the applicable standards below:-
e.g.

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	Y
	1.2	Exercising Rights & Responsibilities	

DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	Y
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	

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	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	Y
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	
	5.5.3	Internal Communication	
6.0 Resource Management	5.6	Management Review	
	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
7.0 Product Realization	6.4	Work Environment	
	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
8.0 Measurement, Analysis & Improvement	7.6	Control of monitoring & measuring devices	Y
	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

Other Key Legislation, Acts and Standards

Freedom of Information Act 1982
 Public Interest Disclosure Act 2013
 Victorian Information Privacy Principles
 DataVic Access policy Standards and Guidelines
 Medical Records Act 2001 (Victoria)
 Australian Privacy Policies 2014
 Charter of Human Rights and Responsibilities Act 2006

Key words

Information, privacy, principle, freedom, breach, rights, stats, data, collection, file, critical, disclosure, officer, stats, statistics

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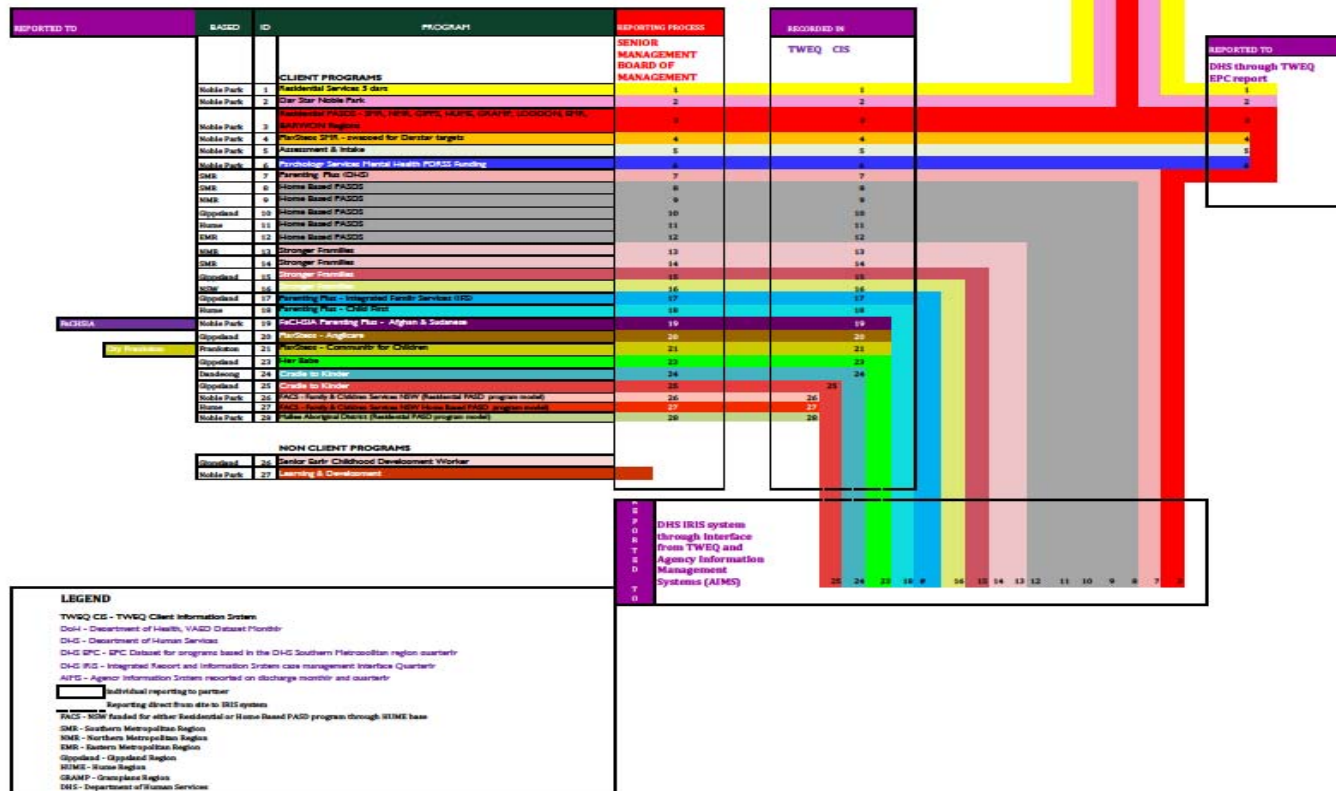
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QEC PROGRAM REPORTING FLOW

QEC client information is recorded in a secured client information system, TWEQ, that captures program and family information. Data is collated and reported to various Government Departments and/or Program Providers at regular intervals. QEC reports on two information datasets: Victorian Adopted Spindle Data (VASED) and Early Parenting Centre data (EPC).



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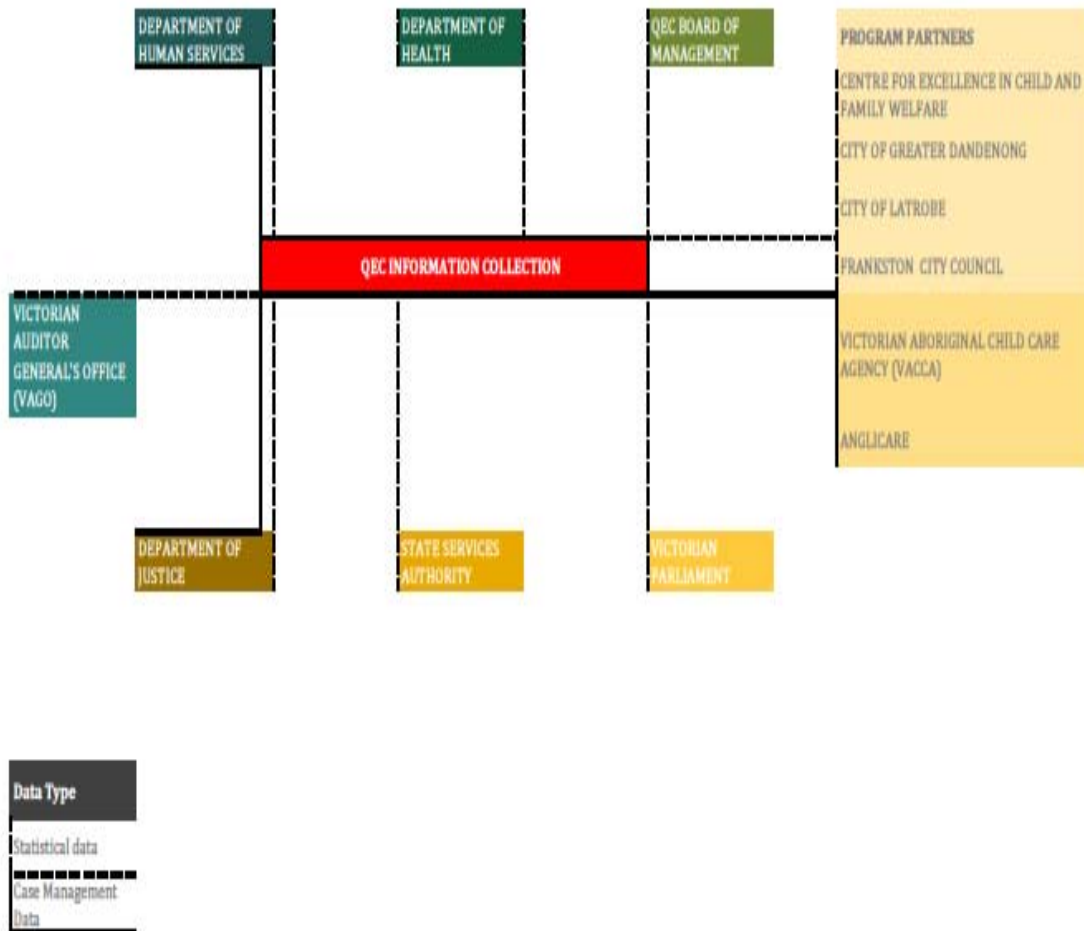
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QEC INFORMATION REPORTING REQUIREMENTS

QEC has reporting requirements from various Government and Non-Government bodies. Information is released as statistical information or case management. Statistical data includes demographic, collective analysis, Organisation financial data and collective program analysis. Case management information authorised by families in programs, is released to Program Partners. QEC complies with the Freedom of Information Act 1982, Victorian Information Privacy Principles and the Disclosure Act Victoria 2013



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