

The Returned & Services League of Australia (Victorian Branch) Inc.



ANZAC House, 4 Collins Street, Melbourne, Victoria, 3000
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RSL FACT SHEET

PRIVACY POLICY

Information for Welfare Clients

This Policy Statement covers all aspects of the advocacy, welfare and aged care support functions at the RSL Victorian Branch including ANZAC House, all RSL Sub-Branches and contracted agencies.

RSL Victorian Branch Inc. is committed to respecting the privacy of personal information in its possession. RSL Victorian Branch Inc. complies with the relevant sections of the *Privacy Act 1988*, in particular the 13 Australian Privacy Principles, which set the benchmark for how personal information should be collected, used, disclosed and stored. RSL Victorian Branch has embraced these principles as part of its standard operating policies and procedures. This means that:

- RSL Victorian Branch Inc. is a membership based organization, a charity and provides an advocacy service. RSL Victorian Branch Inc. only collects personal information that is necessary for the function of the organization.
- All personal information is only collected by lawful and fair means and with the consent of the applicant.
- All personal information is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times.

Personal and Sensitive Information

RSL Victorian Branch Inc. collects and holds 'personal information' which is information that identifies an individual. The kinds of personal information we collect and hold includes: contact information, including date of birth, next of kin and military service details of members.

RSL Victorian Branch Inc. also collects and holds 'sensitive information' which includes relevant health, medical and financial information about welfare applicants.

Collection and Storage

RSL Victorian Branch Inc. will collect personal and sensitive information with the individual's consent. Personal information is generally collected by Welfare and Pensions Officers, who may be volunteers, through the use of forms, in person during consultation, through a telephone conversation or via email.

As far as possible/practicable, sensitive information is collected directly from the person, or where necessary, his/her nominated representative, health practitioner or other relevant party.

All personal and sensitive information collected is securely stored and reasonable steps are taken to ensure its protection against misuse, interference, loss, unauthorised access, modification and disclosure.

Use and Disclosure

RSL Victorian Branch Inc. collects personal and sensitive information to enable the organization to fulfil its mission in relation to its advocacy, welfare and aged care support functions at ANZAC House and Sub-Branch level, referred to as the 'primary purpose'. RSL Victorian Branch Inc. will not collect personal or sensitive information unless it is reasonably necessary for one of its functions or activities.

Certain information is required about applicants applying for financial assistance from the RSL Victorian Branch Inc. General Appeals Patriotic Trust Fund to ensure the that the best possible outcome for those applicants is delivered. The purposes for which personal and sensitive information is collected, held and used will generally relate to:

- Applications for financial assistance;
- Claims for pensions and other benefits;
- Referrals to services such as health care, aged care and crisis support; and
- Providing RSL welfare and aged care support activities such as friendly visiting, transport to appointments, bereavement support and participation in social, recreational and commemoration activities.

RSL Victorian Branch Inc. may disclose some personal or sensitive information about welfare clients where directly related to the primary purpose, including to the Department of Veterans' Affairs and health or other human services agencies. Should a situation arise whereby the disclosure of personal information would be to achieve a 'secondary purpose', such as a research project, RSL Victorian Branch Inc. will seek written consent from the person(s) concerned. Decisions not to consent to a release of personal information for a secondary purpose will be respected.

Personal information collected by RSL Victorian Branch Inc. is kept in Australia and is not disclosed to overseas recipients.

Access

RSL Victorian Branch respects the right of individuals to access personal information held about them by the organization. Individuals can access their personal information upon written request to the Privacy Officer. RSL Victorian Branch Inc. will respond to all requests for access within 45 days.

Correction

Where an individual believes their personal information is inaccurate, out of date, incomplete, irrelevant or misleading they can notify the Privacy Officer to correct their personal information. Requests will be dealt with within a reasonable time period. RSL Victorian Branch Inc. will take reasonable steps to correct the information so that it is accurate, complete and up to date. In certain circumstances prescribed by the legislation RSL Victorian Branch Inc. may decline a request. If so, RSL Victorian Branch Inc. will give the individual a written notice setting out the reason for the refusal and the complaint mechanisms available to them.

Concerns and Complaints

All complaints are taken seriously and are dealt with promptly. If you are concerned that RSL Victorian Branch Inc. may have handled personal information inappropriately a complaint may be lodged, in writing, to the Privacy Officer on the details provided below.

Contact Details

Address: The Privacy Officer
ANZAC House
4 Collins St
Melbourne VIC 3000

Phone: (03) 9655 5555

Fax: (03) 9655 5500