

Privacy Statement

JobCo. acknowledges its responsibilities concerning the collection, disclosure and use of information with regard to the National Privacy Principles contained in the Commonwealth Privacy Act 1988 and the Privacy and Data Protection Act 2014 (Vic).

JobCo is committed to ensuring adequate privacy and the maintenance of confidentiality in matters relating to all JobCo. programs and services and as such all employees receive training relating to JobCo's Privacy and Confidentiality Policy and procedures during the staff induction process.

Obtaining Client Information and Usage

- All information obtained is only relevant to the provision of JobCo's programs and services.
- Client information is only obtained from the client or those individuals/ organisations as agreed to by the client.
- Clients are advised of the types of information to be collected and the purposes for collecting and retaining such information during the referral, registration and intake process.
- The information is securely maintained in the client's file and on the relevant program's data base.
- JobCo. uses client information for purposes permitted, required or authorised by or under law to:
 - Identify and assist with queries
 - Provide Customer Data
 - Provide the service or training required
 - Improve our levels of customer service by collecting information which will assist us to administer and manage certain services, including charging, billing and collecting debts.

Access to Client Information

- During the referral/registration/intake/enrolment process clients are advised of persons who have access to their file.
- Access to client files will be limited to: JobCo staff, the client themselves, persons/organisations with the written permission of the client, persons conducting Quality Assurance.
- Clients wishing to access their file should lodge a request in writing with their case manager/employment consultant/trainer.

- Access will be granted within 14 days of receipt of the request and upon verification of the identity of the person accessing the file.

Data Quality

- JobCo will ensure that databases of personal information are accurate, complete and up-to-date.

Releasing Client Information

- Information will only be released to persons or organisations with the written approval of the client, except in the following circumstances:
 - To prevent or lessen a serious and imminent threat to life, health or safety of the individual, or of another person. (Imminent threat would be threat of bodily harm, mental health, illness, death.)
 - Is required or authorised by law or under law.
 - Is reasonably necessary for the enforcement of law.
- In the event of the client being unable to give written consent, a guardian, carer or advocate may give written consent on their behalf.
- In the event of information being required as a matter of urgency and appropriate approval is not available information will be released. The reasons for and benefit of the information being released is to be recorded in the client's case notes.