

Can I access my records?

It is your right to request access to information we hold about you at anytime. We will not charge you for accessing your files but if you wish to take away copies of your records you may be charged the relevant amount.

If you wish to see your record this can be arranged with staff. If you wish to have a more access we will ask you to complete a Form so that we may retrieve your file and keep a copy of your request.

It is your right to correct information held by EBL about you. If you find an error in your records please advise us in writing of the error and we will include your correction on our records. Should the record need to be disclosed to others your correction will be forwarded with the original record

Please note that during respite, staff can only provide you with a brief account of the weekend's events and a look at the written notes. For further in depth discussion or a greater degree of access the Privacy Officer of EBL Disability Services Inc. must be contacted.

How is information protected?

All personal information held will be continually secured. Written records will be stored in locked filing cabinets or in other locked storage areas.

Information held on computer will be password protected. We will undertake to ensure that information held in electronic form from all electronic databases is removed from such databases before the equipment leaves our control.

All written information will be destroyed (according to legal requirements), by burning, pulping or shredding if it is no longer needed. Only authorised staff will have access to records while we hold the information

Thank you for taking the time to

For further information contact us on:

Phone: (08) 8258 7695
Fax: (08) 8281 5055
Email: accounts@eblodge.net.au
Web Site www.eblodge.net.au
177 Lockheed Lane Parafield Airport SA 5106

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Privacy Policy

EBL Disability Services Inc respects your right to privacy and this document has been prepared to advise you of how we deal with information that we collect.

**Contact EBL Disability Services
Inc Privacy Officer on
82587695**

Privacy Policy

Thank you for choosing to use E.B.L. Disability Services Inc.'s respite services.

E.B.L. embraces the family unit as our client and will work together with the family. In order to properly attend to your needs we will need to request information that may be a personal nature.

If you want to know more about

Privacy, please do not hesitate to ask us.

The Privacy Officer for EBL Disability Services Inc. can be contacted on 8258 7695

What information do we collect?

Prior to attending respite we will ask questions about the person to assist in the provision of our services to them. The information we need may include, but is not limited to the following areas:

- Name and Address:
- Date of Birth:
- Medical practitioner details
- Current health status
- Medical History;
- Some financial information
- Health insurance details;
- Details of family members and persons we may need to contact in an emergency.

At the time we are providing respite we may also record information that is necessary for continued service provision.

What do we do with the information we collect?

Any information we collect is placed on file, which is kept secure at all times. We ensure that no one accesses the files unnecessarily.

The information we collect regarding your family is used to help us in providing a service.

We may also need to collect some information for purposes that are not related to the reason you came to us such as:

For funding purposes some information is provided to government agencies and is coded for your protection.

Law also requires us to release information when called to a court proceeding.

If we use this information for any other purpose than the provision of respite services, funding requirement or under legal obligation, we will tell you and obtain consent before we use the information.

Who has access to the information collected?

Those people who provide a services to you will need to refer to your files and this includes Elizabeth Bowey Lodge staff.

As Disability S.A is the referring agency, where relevant, those staff will also be able to gain supervised access to information collected for respite and any relevant services