

## ***Complaints***

If you are not happy about the way your personal information is being looked after, please tell someone here at Barkuma about it.

You can do this by calling the Manager at the service which helps you on [8414 7100](tel:84147100).

- Margaret Fischer:  
[Accommodation & Respite](#)
  
- Andrea Shevlin:  
[Barkuma Commercial Services](#)
  
- Rebecca Steppat:  
[Better Pathways & Client Services](#)
  
- Danielle Broadway:  
[Barkuma Employment & Transition Program](#)

There is also someone called the Australian Information Commissioner on 1300 363 992 if you need some more help.

*If you have any questions about privacy, please contact Andrea Shevlin the Privacy Officer at Barkuma on [8414 7100](tel:84147100).*



## PRIVACY OF YOUR PERSONAL INFORMATION AT BARKUMA



Barkuma  
Level 3, 151B South Tce  
Adelaide SA 5000  
8414 7100

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We have to follow the Privacy Act 2000 (as amended 2012).

We also have to make sure that you know about:

- What we have to do to keep your personal information private
- Your rights to look at your information.

**Personal Information** includes your name, address, date of birth, telephone number and any other private information.

It can also include information about your disability, health, sexuality, religion and problems you might have had or are having.

Barkuma Employment, Accommodation & Respite, Commercial Services, Client Services and Corporate Services has to make sure we do the following things:

1. We can only get personal information from you. We might have to ask another person for more information, but we have to ask you first and tell you why we need the information. You will have to sign a form saying it's OK for us to do this.

Barkuma is only allowed to ask about and write down personal information that is needed to help you. We will tell you what sort of things are written down about you and why.

2. Barkuma can't give any personal information about you to anyone else (other organisations, friends, partners, parents) without you saying it's O.K. and signing a form.

Barkuma has to follow rules about giving you a service and we have to be checked by someone called an "auditor" to make sure we are following the rules. These people might have to look in your file to check that we are doing everything right but they have to keep any information they might see private. You will be asked to sign a consent form for this too.

3. Sometimes we can't keep personal information private:
  - When a Court of Law says we have to give them information.
  - If you say you want to hurt yourself or other people.
  - If you tell us about abuse of someone who is under 18 years old, this may be you or someone else.
4. Barkuma will try to make sure your personal information is correct.
5. We will do everything we can to keep your personal information private and safe.
6. You can look at your personal information if you want to. You will need to fill in a form and it may take up to 14 days to get the information. Each Barkuma office has this form.