

Disability Services Commission

Factsheet – One person, one record: maintaining accurate service user information

One person, one record

In the past every organisation supporting an individual entered that individual's demographic information to the Commission via ACDC. This resulted in multiple versions of the same data and, at times, contradictions in the data collected. It also represented a potential breach in the privacy legislation.

In 2014, privacy legislation was reviewed and 13 Australian Privacy Principles were established. The principles have important implications for the disability services sector and the Commission, which have led to changes being made in how personal information is reported by service providers through the ACDC system.

In 2015-16, the Commission introduced the concept of "one person, one record". This means that:

- only one record of demographic information is maintained in ACDC for an individual; and
- only one organisation is responsible for maintaining a person's demographic information in ACDC.

The table below outlines which organisation is responsible for updating the personal information of a service user in ACDC.

| Services accessed | Organisation |
|--|--|
| LAC, My Way Coordinator or the Commission's accommodation services. | LAC, My Way Coordinator or accommodation services has responsibility. |
| No LAC or My Way Coordinator, one organisation provides all support. | This organisation has full responsibility. |
| No LAC, My Way Coordinator and one organisation provides all support then there is a change in service provider. | The new organisation has responsibility. |
| More than one organisation is providing services. | The organisation with the longest relationship with the individual has responsibility. |

ACDC indicates which organisation is responsible for maintaining the service user's personal information as shown in the example below. When you open a service user's record in ACDC, a message appears at the top of the screen advising who has responsibility for maintaining the service user's personal information. If your organisation does not have this responsibility, you will have "read only" access.

Perth Block Indy Disability Services: Therapy support:
Thomas ADAIR

This users demographics are read only because the responsibility to maintain the demographic details is held by: DSC - Local Area Coordination, My Way/LAC - Innaloo

Summary General Details Other Details Services Plans Services ●

Service User Details

| | | |
|-------------------------------|---|---|
| Service User Name : | 1a) First Name: <u>Thomas</u> | 1b) Surname: <u>ADAIR</u> |
| Service User Preferred Name : | First Name Preferred : <u>Thomas</u> | Surname Preferred : <u>ADAIR</u> |
| Service User SLK : | 1st 2nd 3rd 4th 5th <input type="checkbox"/> O <input type="checkbox"/> E <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | 1st 2nd 3rd 4th 5th <input type="checkbox"/> U <input type="checkbox"/> M <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Date of Birth : | <input type="text" value="15/04/2011"/> <input type="button" value="📅"/> Age : <u>4</u> | Age : <input type="checkbox"/> If the date of birth is incomplete please tick this box and enter missing details as 01 (i.e. 01/01/50) |
| Sex : | <input type="text" value="Male"/> | |

If service providers not responsible for updating an individual's personal information believe the service user's personal details are incorrect in ACDC, they are encouraged to notify the responsible party. It is then up to the responsible party to confirm the information with the individual before making any changes in ACDC.

Contact us

For further assistance, please contact the ACDC Helpdesk

- **Email:** ACDC@dsc.wa.gov.au
- **Call:** 6104 9559