

Koonambil Aged Care Ltd

Privacy Policy

PURPOSE:

The privacy of our residents is very important at Koonambil Aged Care, and we are committed to the protection and confidentiality of the personal information that we collect from time to time in providing our services.

The purpose of this Privacy Policy is to ensure that resident information remains private, confidential and secure at all times. We have developed this Privacy Policy in order to summarise how we collect, use, hold and disclose your personal information from time to time, how you can access your personal information and how complaints will be handled.

We will ensure that your personal information is handled in accordance with our obligations under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

You may obtain a copy of this Policy from our website or by contacting our Privacy Officer.

OVERVIEW OF PERSONAL INFORMATION:

This Policy applies to *personal information*, *sensitive information* and *health information* as defined in the *Privacy Act 1988* (Cth):

- *Personal information* means any information or opinion about an individual whose identity is apparent, or can be reasonably identified from the information or opinion (regardless of whether the information or opinion is true or not).
- *Sensitive information* includes information or an opinion about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, sexual preferences or practices, criminal record, health or health information.
- *Health information* includes information or an opinion about an individual's health or disability, the health services provided or to be provided, organ donation or intended donation, certain genetic information and other personal information about an individual collected in providing a health service.

In this Policy, the term "personal information" has been used to refer collectively to *personal information*, *sensitive information* and *health information*.

For example, personal information can include your name, gender, contact details, date of birth, medical history, religious beliefs, sexual preferences, and any commentary or opinion about you in which you are reasonably identifiable.

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COLLECTION OF PERSONAL INFORMATION:

We may collect your personal information from time to time in order to provide appropriate services to you.

We will only collect, hold, use and disclose your personal information to the extent necessary to provide our services as an aged care provider. The kind of personal information we may need to collect from time to time may include, but is not necessarily limited to the following:

- Your name and address details;
- Your date of birth;
- Details of your medical practitioner(s);
- Information with respect to your current health;
- Your medical history;
- Some financial information and health insurance details;
- Details of family members including spouse, person responsible and persons we may need to contact in an emergency;
- Your social history;
- Information regarding your end of life preferences;
- A copy of your Aged Care Assessment;
- Power of Attorney and Guardianship authorisation; and
- Details about your care needs.

The kind of personal information we collect about you will vary depending on the nature of our dealings with you and the services to be provided.

We will generally collect personal information from you in person, or through the use of paper and electronic forms, and telephone and email communications.

USE & DISCLOSURE:

We will only use and disclose your personal information for the primary purpose for which it was collected, being the provision of aged care services.

In certain circumstances, we may use and disclose your personal information for a secondary purpose related to the provision of aged care services, provided that you would reasonably expect disclosure of your personal information for this secondary purpose or consent to the disclosure.

We will not ordinarily disclose or transfer your personal information to recipients located outside Australia without your consent.

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If overseas disclosure of your personal information is necessary for us to provide our services to you, we will let you know before your personal information is disclosed to an overseas recipient.

Any other collection, use or disclosure of your personal information will only be as required by law or permitted under the *Privacy Act 1988* (Cth).

METHOD OF COLLECTION:

We will generally endeavour to collect personal information directly from residents, unless:

- It would be unreasonable or impractical to do so; or
- The resident has nominated a representative for us to contact on their behalf (such as a family member or close friend).

To this effect, all residents must sign a consent form concerning the collection, use and disposal of their personal information.

In certain circumstances, we may also collect personal information about residents from the following:

- A legally authorised representative acting on your behalf (such as person appointed under an Enduring Power of Attorney);
- Health or medical practitioners of residents;
- Other aged care facilities or health service providers; and
- Government health departments or authorities.

STORAGE & PROTECTION:

All residents' records and personal information are stored in a secure place, accessible only by those staff directly involved in resident care or filing of information, or authorised data collectors and persons under Freedom of Information legislation.

When handling and storing personal information of residents, staff must ensure that:

- Resident personal information is not displayed in areas accessible by non-care staff;
- Any personal information stored on a computer is password protected;
- Residents' records are not removed from the facility;
- Confidential information is shredded prior to disposal for security purposes; and
- Any internal policies concerning the protection, security or management of resident information or data are complied with at all times.

We treat all residents' records and information concerning residents as private and confidential, including any written or verbal information concerning residents, their families or their care.

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This includes medical and care records, all types of care plans, treatment and all other lists which identify resident names and personal information.

We hold our staff responsible for maintaining the privacy of residents and resident information. Every staff member holds a position of trust to maintain resident privacy and confidentiality and must sign a confidentiality agreement to this effect. A breach of these obligations by a staff member may lead to disciplinary action.

Resident medical and care records will be retained for a minimum of 7 years.

ACCESS & CORRECTION:

We endeavour to ensure that any personal information that we collect, use or disclose is accurate, complete and up-to-date.

You are entitled to request access to, and a copy of any personal information we hold about you or relating to you. You may also request that any personal information we hold be corrected if it is inaccurate, incomplete or outdated. Any such requests can be made verbally or in writing to our Chief Executive Officer:

Chief Executive Officer

Address: 140 – 148 Castlereagh Street, Coonamble NSW 2829

Phone: (02) 6822 3193

Email: ceo@koonambil.com.au

We will respond to requests concerning access to your personal information within a reasonable period after the request is received. We may require evidence of your identity or authority before we can provide access to the personal information requested.

We may refuse your request to access personal information we hold on certain grounds set out in the *Privacy Act 1988* (Cth). If we refuse to give access to personal information held by us in part or in full, we will provide you with a written notice that sets out our reasons for refusing your request.

We may charge for providing access to the personal information, provided that any such charge is not excessive.

COMPLAINTS:

The Chief Executive Office of Koonambil will respond to all queries and the CEO is responsible for ensuring this Policy is adhered to.

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If you are not happy with our response to your complaint, you can refer your complaint to the Office of the Australian Information Commissioner. Further information in relation to privacy complaints is available on the website of the Office of the Australian Information Commissioner or by calling 1300 363 992.