



# Privacy Policy



## The Privacy Act

The Privacy Act and Principles ensures that information we collect is done so with the consent of individuals or their representatives, that information is disclosed to other parties with consent and that any information is confidential and stored securely.

## Collection of Information

Kura Yerlo Aged and Disability Services Program collect personal and health related information for the primary purpose of providing services to you and for reporting requirements to the Department of Health and Aging.

Some of this information may be used for purposes such as providing referrals to other allied health services and hospitals; providing information to government agencies in accordance with law; or the information may be used within the organisation for accounting purposes and our own quality assurance and education programs to ensure continuous improvement.

The information we collect may include but is not necessarily limited to:-  
***Date of Birth, Address, Martial Status, Health issues and ability to complete daily tasks, Family, Carer status emergency contact, Doctor and medications required.***

In providing consent for the collection of information consumers or their representative are consenting to the disclosure of that information for both primary and directly related secondary purposes. However, you will be provided with the opportunity to exclude specific information from disclosure eg. in referral letters.

## Sharing your information with other Service Providers

Your information will only be shared with other service providers with your informed consent. If you do give your consent, you will be asked to sign a Consent Form. In some circumstances, verbal consent can be given either in person or over the telephone. Giving us permission to share information helps to ensure that you aren't asked the same questions several times over by different service providers. We will only provide information to them that is relevant to your support and care needs; this will include Quality Management Services for Continual Improvement Measures. You also have the right to withdraw consent at any time by requesting in writing to the Program Manager of the Service.

## Protection of Information





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All personal information held about consumers will be continually monitored. Written information is stored in a secure area and information held on computer is protected. Both types of information are accessible only to authorised personnel. All staff are aware of their confidentiality responsibility. There is no access to consumer information from outside the organisation.

Records will be retained for 7 years. Information held in electronic form is removed before any equipment leaves control of the organisation. All written information is shredded and destroyed by an authorised contractor when it is no longer needed.

## Access to Information & Correction

You or your representative may request access to information at any time. If you wish to view the records, this can be arranged with management. If a great degree of access is required, then 'A Request for Information' form should be completed and this will be kept in the consumer's file.

You or your representative has the right to correct the information that is held by the organisation. If an error has been determined in the consumer's records, then you or your representative should advise in writing of the error and this will then be included in the file.

Should the records need to be disclosed to others, the correction will then be forwarded with the original record.

If you are not sure who can be your representative see the information sheet titled "Advocacy" in this pack

## Complaints

Questions about privacy and our policy should be discussed with management. Any complaints about privacy issues should be directed to management in the first instance.

See the information sheet titled "Complaints" in this pack for information on the complaints process.

