



**MANOAH HOMES**

## **Policy Manual**

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### **PRIVACY POLICY**

In accordance with our Values we respect the individual worth and dignity of all people, and our association is committed to achievement of best practise in adhering to the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles.

Aged Care Providers are in a special position of trust in providing personal, intimate, social and medical care to the Residents and Clients in their own home.

This is a special position of trust, and the right to privacy is regarded as a fundamental ethic of our association.

#### **WHO IS THE ASSOCIATION FOR CHRISTIAN SENIOR CITIZENS HOMES (WA) INC?**

Initiated by The Reformed Church of Perth, and incorporated in 1979, The Association for Christian Senior Citizens Homes (WA) Inc was established to provide care and support for the ageing members of the congregation.

The Association for Christian Senior Citizens Homes (WA) Inc also provides care for the wider Christian Community.

We are a not-for-profit service and are controlled by our Board of Governance.

We provide a range of health services including residential care and support services to the independent living units with-in the Manoah Retirement Village.

#### **HOW TO CONTACT US**

You can contact us in person, by phone, fax or email.

Manoah House

3/86 Mills Rd West

Martin

WA 6110

Phone: 08 9398 7374

Fax: 08 9398 6006

Email: [manoah@iinet.net.au](mailto:manoah@iinet.net.au)



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### **WE ARE BOUND BY THE AUSTRALIAN PRIVACY PRINCIPLES**

As from 12 March 2014, we are bound by the Australian Privacy Principles (APPs).

APPs came in effect on that date and replace the former National Privacy Principles and Information Privacy Principles

We adhere to the following APPs:

- Open and transparent management of your personal information;
- Anonymity if required;
- Principles governing the collection ,use and disclosure of solicited personal information
- Principles governing the management of unsolicited personal information;
- Notification of the collection of your personal information
- Principles governing direct marketing activities
- Principles governing cross border disclosure of personal information
- Principles governing the adoption, use or disclosure of government related identifiers
- Principles governing the quality of your personal information
- Principles governing the security of your personal information
- Principles governing access to your personal information
- Principles governing the correction of your personal information

We are bound by all the regulations contained in the Australian Privacy Principles, copy of which can be obtained from the Office of the Australian Commissioner or downloaded at:

[http://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-17-australian-privacy-principles\\_2.pdf](http://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-17-australian-privacy-principles_2.pdf)

### **WHAT KIND OF INFORMATION DO WE COLLECT OR HOLD?**

We collect Personal Information (including Health and Sensitive Information).

We do not collect information unless the information is reasonably necessary for or more of our functions or activities.



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We do not collect sensitive information about an individual unless:

- a) the individual consents to the collection of the information and
- b) the information is reasonably necessary for one or more of our functions or activities; or
- c) the collection of the information is required or authorised by or under an Australian law or a court/tribunal order; or
- d) a permitted general or health situation exists in relation to the collection of the information by us; or both of the following apply:
  - (i) the information relates the activities of our organisation AND
  - (ii) the information relates solely to the members of our organisation or to individuals who have regular contact with our organisation in connection with our activities.

### **PERSONAL INFORMATION IS:**

"Information or an opinion (including information or an opinion forming part of a data base whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or an opinion".

### **HEALTH INFORMATION IS:**

Information or an opinion about:

- the health or disability (at any time) of an individual
- an individual's expressed wishes about the future provision of health services to him/her
- a health service provided, or to be provided, to an individual that is also Personal Information
- other Personal Information collected to provide or in providing a health service
- other Personal Information about an individual collected in connection with a donation of his/her body parts, organs or body substances.

### **SENSITIVE INFORMATION IS:**

Information or an opinion about an individual's:

- racial or ethnic origin
- political opinions
- membership of a political association
- religious beliefs or affiliations
- philosophical beliefs



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- membership of a professional or trade association
- membership of a trade union
- sexual preferences or practises
- criminal record

that is also Personal Information or Health Information about a person.

### **HOW DO WE COLLECT YOUR INFORMATION**

We can only collect personal information by lawful and fair means.

By law, we can only collect personal information from you unless we are required or authorised by or under an Australian law or a court/tribunal order to collect the information from someone other than you or unless it is unreasonable or impracticable to collect the information from you

### **WHAT ARE THE PURPOSES FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION**

We use your information to assist and guide us in providing health services to you. It is normal for us to disclose and share your Sensitive Information with others, such as an admitting hospital, the ambulance, pharmacist and your attending health professionals. We do this within the professional code of conduct framework.

It is also normal for us to share your Personal Information, to a degree, with your family members and representatives.

This is an important element of your Privacy for us because we are very mindful that we are providing a health service to you in your home, be it in Residential or Community Care, and personal and professional relationships are fundamental to success in our working environment.

When we do share your information it is for the purpose of assisting us to provide a health service that is relevant to your needs. If you do not wish us to provide your information to your family members or representatives, please inform us.

Our basic philosophy is that we treat your Personal Information with the same respect that we would like to see our own Personal Information treated.



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By law, we must not use your Personal Information that we collected for a particular purpose (the primary purpose) and use and disclose that information for another purpose (the secondary purpose) unless :

- a) you have consented to the use or disclosure of the information; or
- b) we are otherwise entitled to by law

If we receive unsolicited personal information about you and we determine that we could not have collected that information and that is not contained in a Commonwealth record , then, we must as soon as practicable but only if it is reasonable and lawful to do so, destroy the information or ensure that it is de-identified.

### **HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION AND SEEK THE CORRECTION OF SUCH INFORMATION**

If we hold some of your personal information, we must, by law and at your request, give you access to that information.

However, we can refuse to give you access to your personal information to the extent authorised by law.

We must respond to the request for access to personal information within a reasonable period after the request is made and we must give you access to the information in the manner you requested, if it is reasonable and practicable to do so.

If we refuse to give you access to your personal information in the manner you requested, we must take steps as are reasonable in the circumstances to give you access in a way that meets both your needs and ours.

To access your personal information, you need to make a request in writing , addressed to the Chief Executive Officer of our organisation.

You can write to us to correct your personal information or to ask to associate it with a statement that the information is inaccurate, out of date, incomplete, irrelevant or misleading.



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### **HOW CAN YOU COMPLAIN ABOUT A BREACH OF THE AUSTRALIAN PRIVACY PRINCIPLES AND HOW WE WILL DEAL WITH YOUR COMPLAINT**

If you have a complaint about how we are dealing with your personal information, you will need to address your complaint in writing to the Chief Executive of our Association.

The Chief Executive  
Association for Christian Senior Citizens Homes WA  
PO Box 381  
Gosnells WA 6990

A response will be given to you within 30 days. If you are not satisfied with the response you can then appeal to the Board of the Association and direct your complaint to:

The Chairman  
Association for Christian Senior Citizens Homes WA  
PO Box 381  
Gosnells WA 6990

Again, a response will be provided to you within 30 days of the date of receipt of your appeal.

If this response is still unsatisfactory, you can contact:

The Office of the Australian Information Commissioner  
GPO Box 2999  
Canberra ACT 2601

When we receive a complaint from you, we investigate it and usually arrange to meet you and any other third parties involved in the matter.



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### **ARE WE LIKELY TO DISCLOSE PERSONAL INFORMATION TO OVERSEAS RECIPIENTS?**

If you were born or resided overseas, we might receive requests, from time to time, to disclose your information to an overseas organisation or government agency.

We will not disclose this information unless you have given us consent or unless we are authorised by law to do so.

Before releasing your information to an overseas recipient, we must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

As the majority of our overseas born residents are Dutch, it is likely that the Netherlands be the country where overseas requests for personal information may originate from.

### **OUR POLICY REGARDING COMMERCIAL MARKETING**

Association for Christian Senior Citizens Homes (WA) Inc has a policy that prohibits any use of our Resident and Client information for any third party commercial marketing uses.

### **QUALITY INFORMATION**

It is our Job to keep your Personal Information relevant, accurate, complete and up-to-date.

Therefore we do rely on you to assist us. We would ask that you always inform us when there are changes to your Sensitive Information.

You can do this by contacting our Hostel Administrator here at our facility.

It is also our responsibility to make sure that your Personal Information is secure, and not used in an incorrect way. We have confidentiality rules for our Staff, Contractors and third party organisations.



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When we no longer require your Personal Information, we destroy it, under the terms of existing legislation.

### **COMMONWEALTH IDENTIFIERS**

Commonwealth identifiers are numbers such as your Medicare number or your Tax File Number (TFN). We use those numbers only when it is necessary for providing and arranging health services for you.

### **ANONYMITY**

When we take on the responsibility of providing care to you, it is necessary to identify you. However, if you are making a general inquiry about our services for instance, we would offer you the opportunity to do this anonymously.

Cross reference to other policies:

\* All other policies

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Chief Executive Officer