PRIVACY AND COLLECTION POLICY

At Wattle Hill Care we recognize that your privacy is very important. As a care provider, we need to collect information to ensure we maximize care and service delivery to our clients and to meet government regulatory requirements.

Wattle Hill Care is required to comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) under that Act (as well as applicable State and Territory legislation) to protect, properly use, correct and destroy (or de-identify) records containing personal information.

This Privacy & Collection Policy sets out, in summary, the purpose for which your personal information will be collected and used, the safeguards that are in place to prevent non-authorized access to your information, and how you can access this information. Should you require any additional information you can contact our Administration Assistant, Corporate Office who direct you to the appropriate officer.

COLLECTING YOUR INFORMATION

We only collect your personal and health information so that we can provide you with the most appropriate care and services. Such information may include your name, address, date of birth, contact details, health and family history, ethnic background, signature, financial details and person responsible details.

Where possible we collect this information directly from you and we aim to ensure that all information is accurate and kept up-to-date. In an emergency, or if it is not possible to collect the information directly from you, we may need to collect information from your designated person responsible. We may also need to collect information from health professionals who have treated you so we can provide the care that best suits your individual requirements.

The Privacy Act allows for the possibility of identifying yourself by way of a pseudonym. However, an exception to this is where it would be impracticable for Wattle Hill Care to deal with an unidentified individual and this will commonly be the case for the services which we provide.

If you do not wish for us to collect certain information about you, please let us know and we will discuss with you if this may have any consequences for your care. Wattle Hill Care has consent forms which provide more details on specific personal information we collect at Wattle Hill Care. If you are asked to complete a consent form, you have the opportunity to specify certain restrictions on information that we hold relating to you.

PROTECTION AND STORAGE

Your information may be held in paper and electronic files (or other forms such as images, x-rays, or audio or video recording) and Wattle Hill Care takes all reasonable steps to ensure your records are stored securely, following recognized security and storage processes.

We are required by law to retain certain records for specific periods of time (even after you may have ceased receiving our care or services), depending on the type of record and service. When any records are destroyed in keeping with legislated retention periods, Wattle Hill Care follows accepted secure protocols.

USE AND DISCLOSURE

Staff will only use or disclose your information in ways that you would reasonably expect and for purposes directly related to your current and future care and services. This may include:

- sharing information with your person responsible, your Medical Practitioner or other health services involved in your care, unless you request otherwise;
- billing or other purposes required for the operation of Wattle Hill Care including safety & quality improvement initiatives. This may include Medicare, health funds and government bodies;
- contacting you regarding client satisfaction surveys that help us to evaluate and improve our services;
- in an emergency where your life is at risk;
- for other purposes permitted or required by law.

Your personal health information will not be sent overseas, except possibly for public health research purposes where it will only be sent in summary form without any personal identifiers.

ACCESS TO YOUR RECORDS

As described in this Policy, your personal and health information can be accessed by you, your legal representative, authorized Wattle Hill Care staff and your nominated Medical Practitioner and pharmacist.

You can request access to all personal information held by Wattle Hill Care. Requests must be made in writing by you or your legal representative, providing relevant identification. This is needed to ensure we maintain your privacy and security.

Access to your personal records may be refused in circumstances prescribed by applicable legislation, including if your Medical Practitioner and Wattle Hill Care agree that access would prejudice your physical or mental health, or put another person at harm.

If you believe information we hold about you is incorrect, please let us know and we will verify and (where applicable) correct the information.

AGREEMENT TO USE OF YOUR INFORMATION

By providing your personal information, you agree to the use of such information in accordance with this Policy.

Print Full Name: ……..

Signed: ..... Date: .....

FURTHER INFORMATION

Should you have any questions relating to information in this Privacy & Collection Statement or if you require further details about our privacy policies and practices please contact the Wattle Hill Care by calling 9721 4100, via email at admin@whl.org.au or in writing to the Executive Officer, 2 Wattle Street, Bunbury, WA 6230.

COMPLAINTS

Should you wish to make a complaint relating to this Policy and the practical application of the policy please contact the Wattle Hill Care by calling 9370 0200, via email at admin@whl.org.au or in writing to the Executive Officer, 2 Wattle Street, Bunbury, WA 6230.

Wattle Hill Care

Collection of Personal and Private Information

Before we can assist you with your enquiry or application, as prescribed by the *Commonwealth Privacy Act 1988*, we require your consent to collect information that may be of a personal or private nature.

Please read the attached "*Wattle Hill Care Privacy and Collection Policy*". If you have any questions, feel free to discuss with our representative.

For us to progress your application, we will require your signature on page 2 of the policy.

Your privacy is a crucial element of the process and we thank you for your assistance.

Kind regards

LINDA JACKSON
Executive Officer