

Consideration of personal information privacy

Autumn Lodge is a not-for-profit organisation providing residential aged care and independent living accommodation. Autumn Lodge respects and upholds individuals' rights to privacy and rights to their personal information. Consequently, Autumn Lodge is committed to protecting the privacy of personal information it collects, holds and administers in the process of providing its services in compliance with the Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth) (the Act)*.

This policy sets out how we collect and manage your Personal Information (including sensitive and health information) and applies to our facilities:

- Autumn Lodge Butler Street – a residential aged care facility under the Aged Care Act 1997 (Cth).
- Autumn Lodge Glass Street – a residential aged care facility under the Aged care Act 1997 (Cth).
- Autumn Lodge Village – Butler Street – a retirement village under the Retirement Villages Act 2009 (NSW).

Collection of Personal Information

Primary purpose for collection of information

Autumn Lodge primarily collects personal information to ensure timely delivery of quality aged care accommodation and services.

Secondary purpose

Autumn Lodge provides newsletters to residents, their representatives, family, contacts and staff, volunteers and other persons or entities with a relationship with Autumn Lodge.

Autumn Lodge holds public benevolent and tax deductibility status as well as authority for charitable fundraising. Public fundraising through events and bonafide donations supplements our fee and subsidy income and assists us with the services we provide. From time to time we will include advice of any such activities via inclusion in newsletters or specific notices.

As such we use the names and addresses from our records. Persons can elect not to receive newsletters and other updates, however most find this information helpful.

Information we collect, use and store

The information we collect and use will depend on the relationship with Autumn Lodge. The following table describes the types of information collected and held and the ways in which we use that information:

Relationship and Information Collected	Use
<p>Prospective residents</p> <ul style="list-style-type: none">• Name & contact details (including address, telephone number and email).• Date of birth.• Aged Care Assessment Team reports (for residential aged care).• Financial details including income and asset information.• Information pertaining to guardianship, attorney or person responsible and any other information that the applicant chooses to provide.	<p>To assess eligibility and suitability of an applicant and our ability to meet care their care and accommodation needs.</p>
<p>Residents entering and receiving residential care</p> <p>Information provided as a prospective resident plus</p> <ul style="list-style-type: none">• Health status and services provided including any information required to complete and update care and treatment plans.• Clinical care information, including images and scans.• Relevant demographic and social information.• Name and contact number of any contacts or relevant family members.• Information pertaining to guardianship, attorney or person responsible.• Name and contact number of the client's general practitioner and other relevant health care providers.• Financial institution information.• Government-related identifiers (including but not limited to Medicare, Centrelink and Department of Veterans Affairs numbers).• Details on family history, interests, hobbies and activities.• Details of food preferences and allergies.• We also request our clients to volunteer their religious affiliations to better support the delivery of chaplaincy services as and when required.	<p>To ensure provision of care and services to all residents and compliance with the requirements of the Aged Care Act 1997 and the Aged Care Principles</p>
<p>Residents entering Independent Living Units</p> <ul style="list-style-type: none">• Name and contact details of client (including address, telephone number and email address).• Emergency Details including health status and services.• Relevant demographic and social information, such as date of birth.• Name and contact number of any contacts or relevant family members.• Financial institution information.	<p>To comply with contractual and legislative obligations and assist in cases of emergency.</p>
<p>Medical practitioners and allied health professionals</p> <ul style="list-style-type: none">• Name and business contact details,.• Professional or practice details (including licences, certificates, insurance policies).• Historical record of business relationship including financial details.• Medicare provider number details.• Other professional association membership details.• Results of any National Police History Check.	<p>To comply with contractual and legislative obligations.</p>

Suppliers, contractors and other business partners

- Name and contact details of suppliers (including address, telephone number and email address).
- Name and contact details of suppliers authorised representatives (including telephone number and email address).
- Records of National Criminal History Checks.
- Financial institution information of the supplier.

To comply with contractual and legislative obligations.

Applicants for employment

- Name and contact details.
- Professional qualifications and education.
- Applicable licenses or certificates.
- Prior and current employment history.
- References and any other information that the applicant chooses to provide.

To assess suitability of an applicant and to create, update and maintain any subsequent employee record.

Employees – current and former

A record of personal information relating to the employment of the employee, including, health information about the employee and Personal Information about:

- the engagement, training, disciplining or resignation of the employee.
- the termination of the employment of the employee.
- the terms and conditions of the employment of the employee.
- the employee's personal and emergency contact details.
- the employee's performance and conduct.
- the employee's hours of employment.
- Biometric data collected using finger print scanners to record shift attendances.
- the employee's salary or wages.
- the employee's membership of a professional or trade association.
- the employee's trade union membership.
- the employee's recreation, long service, sick, personal, maternity, paternity or other leave.
- the employee's taxation, bank or superannuation affairs.
- records of National Criminal History Checks.
- any act done, or practice engaged in, for the purposes of meeting an obligation under the contract.

To create, update and maintain an employees record in accordance with our policy and procedures, the Records Principles 1997 and the FWA Act 2009 (Cth).

(The Act provides an exemption to personal information collected and used as part of the employment relationship (current and former), or contained in an 'employee record'. Never the less, employees personal records are treated with confidentiality and access is restricted.) This exemption does not include unauthorised release of information containing details of tax file numbers

Volunteers

- Name and contact details (including address, telephone number, email address, next of kin/emergency contacts).
- Qualifications and skills.
- Availability and other commitments.
- Drivers Licences.
- Records of National Criminal History Checks.

To assess suitability of an applicant and match to appropriate activity and to comply with legislative requirements.

Visitors

- Name, signature, date and duration of visit.

To comply with legislative obligations including Work Health & Safety and emergency procedures.

Consequences If personal Information Is not collected

Prospective Residents

If personal information is not collected because it is refused or not available, we may be delayed in or prevented from offering placement.

Residents – Residential Aged Care and Independent Living units

Autumn Lodge is committed to providing its clients with the very best of care and services to improve their quality of life and to provide support to their personal network. If your personal information is not collected because it is refused or not available, it may result in a different level of service to you than you could be entitled to.

Medical Practitioners and Allied Health Providers, Suppliers, Volunteers and Employees

Autumn Lodge is subject to strict compliance obligations under state and federal legislation. If personal information is not collected because it is refused or not available, we may be prevented from engaging your services.

Dealing with Personal Information

How we collect information

We may collect Personal Information in any of the following ways:

Residents/Prospective Residents

- From the Individual / Representative
 - (i) Upon the initial inquiry by the completion of our application forms
 - (ii) During interviews with the Individual/ representative
 - (iii) Upon completion of the Individual's Residential Agreement
- From the Department of Health's Aged Care Assessment Teams
- From Medicare
- From the Individual's medical practitioner
- From other health providers or facilities
- From the Individual's legal or other professional advisors

Prospective Employees

- Information provided from the Individual
- Information provided by referees proposed by the Individual
- Information provided by third parties with the consent of the individual
- Information provided on request from previous employers

Other Individuals with whom we have contact

- Personally by mail, email, fax, phone or face to face
- Information provided by third parties with the consent of the individual

Anonymity

Where lawful and practicable, Autumn Lodge allows people to participate in activities anonymously (e.g. when requesting generic information, completing evaluation forms, opinion surveys or when making a donation). Anonymous compliments and complaints about any aspect of Autumn Lodge services, including privacy matters, are also able to be submitted via mail, email or using the internal mail boxes located throughout our facilities.

Disclosure of personal information to others

Using and disclosing personal information requires consent from the individual or from a person authorised to act on their behalf, where it is practical and reasonable to do so. In order for us to effectively provide our services and manage and administer our business operations, we may disclose information to third parties which may include (but are not limited to) the following:-

- contractors or service providers engaged by us (Contractors are required to abide by the same confidentiality and privacy requirements as Autumn Lodge employees and this is clearly stated within non-disclosure clauses in their contract
- any persons acting on our behalf, including professional advisers
- government and regulatory bodies (e.g. the Department of Health)
- where disclosure is permitted or required by law.
- The public interest requires the release of confidential information
- contractors or service providers engaged by us

(Contractors are required to abide by the same confidentiality and privacy requirements as Autumn Lodge employees and this is clearly stated within non-disclosure clauses in their contract)

Cross-border disclosure of personal information

Autumn Lodge will not transfer your personal information to third parties outside Australia unless they are subject to similar privacy laws or schemes, or your consent has been obtained, or other provisions of the Australian Privacy Principles in relation to cross-border Disclosure of Personal Information apply.

Withdrawal of Consent

Notwithstanding the above, there is the right to withdraw consent to release of personal information at any time. Ideally, such a request should be in writing including the reasons, to the Chief Executive Officer.

Integrity of personal information

Information and Data Security

Personal information may be stored:

- Electronically on our computer databases
- Hard copy documents kept securely within the premises

Autumn Lodge strives to ensure the security, integrity, and privacy of your personal information. Periodically we review and update our security measures in relation to current and future technologies. Systems and procedures are already in place to protect your personal information from misuse and loss and from unauthorised access, modification or disclosure. All Autumn Lodge staff are required to sign a confidentiality agreement on commencement of employment.

Autumn Lodge will retain information in line with its record retention policies. When information is no longer required or relevant it will be disposed of in a secure manner.

Identifiers

Autumn Lodge will identify individuals (including clients and staff) by a number of unique identifiers internally assigned by Autumn Lodge. Autumn Lodge may, however, retain a record of other external agency personal identifiers that are required to provide services, coordinate with other care agencies, or otherwise fulfil service, operational, or reporting obligations.

Access to and Correction of Personal Information

Access to personal information

You can request access to any of your personal information held by Autumn Lodge by contacting the Chief Executive Officer.

It is preferable that the request is in writing describing the information required, the purpose and the type of access (eg view; provide photocopies)

Generally, if requested, an individual will be provided access to any personal information held about them, in the manner requested, unless:

- we are unable to establish an individual's identity
- it is unlawful to provide the information;
- it poses a serious and imminent threat to the life or health of any individual;
- it has an unreasonable impact upon the privacy of other individuals;
- the request is frivolous or vexatious; or
- access is otherwise exempt under the Australian Privacy Principles.

All refusals will be promptly notified including reasons.

Autumn Lodge will ensure the request is handled in a timely manner. It is reasonable to expect that extraction of the personal information required may then take up to fifteen working days due to the need to access both paper based and computerised information systems. A nominal fee may be charged to meet the costs of extracting and photocopying the information and you will be provided with notice of such fee prior to proceeding with your request.

Correction of personal information

If you believe any information we hold about you is inaccurate, incomplete or out-of-date, you should contact us. We will respond to your request within a reasonable period and take reasonable steps to amend your records.

Privacy concerns, complaints and suggestions

If you have any concerns, complaints, suggestions or questions as to how we might improve in this area please contact the Autumn Lodge Privacy Officer at the address below. We take complaints and suggestions seriously and will act promptly in response to any notification. Alternatively, you may contact the Australian Information Commissioner or the Aged Care Complaints Department of the Aged Care Quality and Safety Commission.

Contact Details

Autumn Lodge:

The Privacy Officer
Autumn Lodge
50 Butler Street
Armidale NSW 2350
Phone: 02 6772 7533 Fax. 02 6738 8777
Email: privacyofficer@autumnlodge.com.au

The Chief Executive Officer
Autumn Lodge
50 Butler Street
Armidale NSW 2350
Phone: 02 6772 7533 Fax. 02 6738 8777
Email: admin@autumnlodge.com.au

Australian Information Commissioner:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001

phone: 1300 363 992 Fax: 02 9284 9666

Email: enquiries@oiac.gov.au

Online:

<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

Aged Care Quality and Safety Commission

Aged Care Quality and Safety Commission
GPO Box 9819,
Sydney NSW 2001

phone: 1800 951 8822

Online:

<https://www.agedcarequality.gov.au/making-complaint>

Policy Reviewed July 2019 . Next scheduled Review 2021