

Privacy Policy

At Helping Hands Community Care, we are committed to protecting the privacy of our clients' information and to handling their personal information in a responsible manner in accordance with the Privacy Act 1988, the Privacy Amendment Act 2012, the Australian Privacy Principles and the Notifiable Data Breaches Scheme 2018.

This Privacy Policy explains how we collect, use and disclose your personal information, which includes health information, how you may seek access to and make corrections to any of your information. It also explains the steps you need to take in order to make a complaint about a breach of the privacy legislation.

Open and Transparent Management and Collection of Personal Information

Consent

When you register as a client with our service, you are providing consent for our administration and co-ordination staff to access your personal information, so they can provide you with the best possible standard of service. Only staff who need to see your personal information will do so. If we need to use your information for anything else, we will seek specific consent for that situation from you.

Helping Hands Community Care will only collect information that is relevant and necessary for providing you with the best possible care and intervention and to manage our service.

Both administration and co-ordination staff will only collect and access your personal information that is relevant to their role in your care.

All staff members sign a confidentiality agreement and internal privacy procedures protocol document.

Administration staff will only access your personal information if required: -

- To answer a query you may have regarding, for example the date of the service referral, the time, day and length of a service or a requested review date.
- To answer a query from an appropriate third-party such as your General Practitioner requesting or wishing to clarify a report.
- To ensure best practice administration of your personal information by scanning relevant documents into your file, for example.

By giving consent to collect and access your personal information to Helping Hands Community Care, you also agree that such information will be available to administration

staff, managers, allied health practitioners, support workers and maintenance contractors employed or contracted by Helping Hands Community Care who are directly involved in your care. This enables us to care for you as a comprehensive, multi-disciplinary team.

All staff and contractors of Helping Hands Community Care mentioned above must comply with Helping Hands Community Care's Privacy Policy.

What information is collected

Our service will need to collect your personal information to provide home support services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your services. We also use it for directly related business activities such as financial claims and payments, business audits and accreditation and business processes such as staff training.

The information we will collect about you includes:

- Name, date of birth, address and contact details
- Medicare number (where available, for identification and claiming purposes)
- Healthcare identifiers
- Medical information including medical history, medications, allergies, adverse events, social history, family contacts
- Ethnicity
- Emergency contact and next of kin

You do have the right to deal with us anonymously or under a pseudonym unless it is impractical for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How we collect the information

We collect information in various ways including:

- The collection by administration or co-ordination staff of your personal and demographic information when you phone our service to arrange or change a service or if you contact us online.
- The collection by service staff of more detailed personal and demographic information via Care Planning when we do an initial home visit with you.
- The collection by our allied health practitioners during the course of providing health services, of further personal information.
- We may also collect your personal information when you send us an email or SMS or telephone us.

Wherever practicable, we will only collect information from you personally. However, we may also need to collect information from other sources such as external assessment services or family or healthcare providers.

Our Website

When you access Helping Hands Community Care's website, Helping Hands Community Care may collect additional personal information about you, including:

- The date and time of your visit
- The pages you visited and documents you downloaded
- Your internet service provider
- The address of the website you came from (if you accessed the website via a link on another site (such as a search engine like Internet Explorer or Google Chrome)
- Your IP address and/or your domain name.

Helping Hands Community Care's website may at times use cookies. A cookie is a message given by a web server to a web browser, used to locate and display pages on the internet. The web browser stores the message in a text file. The message is then sent back to the web server each time the web browser requests a page from the web server.

Cookies do not identify you personally, but they may link back to a database record about you. Helping Hands Community Care may use cookies to monitor usage of Helping Hands Community Care's website and what pages are viewed so that Helping Hands Community Care may operate its service more effectively. If you do not wish to receive cookies, you may be able to adjust the settings of your web browser to refuse them.

Links to other websites

Helping Hands Community Care's website may contain links to other websites. Helping Hands Community Care is not responsible for the privacy practices of linked websites and so linked websites are not subject to Helping Hands Community Care's privacy policy.

Use and Disclosure of Personal Information

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care or in ways that you would reasonably expect that we may use it for your ongoing home support services such as:

- With third parties who work with our service for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with the Australian Privacy Principles and with this policy
- With other home support providers who are part of your support team
- When it is required by or authorised by law e.g. court subpoenas
- When it is necessary to lessen or prevent a serious threat to a client's life, health or safety or public health or safety, or if it is impractical to obtain the client's consent

- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of confidential dispute resolution process
- When there is a statutory requirement to share certain personal information for example some diseases require mandatory notification
- De-identified data may be used for education and research purposes, or for the collection of government statistics

Only people who need access to your information will do so. Other than in the course of providing home support services or as otherwise described in this policy, our service will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

With your consent, Helping Hands Community Care may use your personal information to send you appointment reminders, event announcements or newsletters. You can opt out of these services at any time by notifying our service in writing (see details below).

Any unsolicited client information we receive is evaluated by our administration team, and service team if necessary, who decide if it should be kept, acted on or destroyed.

Security of your Personal Information

Your personal information may be stored at our service in various forms:

- Electronic records
- Paper records
- Visual records such as photographs

Our service stores securely and protects your personal information by:

- Securing our premises
- Using protected electronic information systems
- Adhering to strict password and access policies
- Having all staff and contractors sign confidentiality, privacy and computer security agreements (which includes the adherence to a clear screen policy)
- Providing locked facilities for the storage of any physical records
- Securely destroying documents once they have been scanned into your electronic health record
- Ensuring our information technology contractors clear all personal information from servers, back up devices, computers, printers, scanners, faxes and printers when upgrading hardware

Access and Correction of Your Personal Information

You are entitled to request access to your client records. In most cases we will ask you to complete a Request for Client Records form. Upon receipt of this completed form your request will be actioned. In most cases this means all staff who have been involved in your services reviewing your request and authorising release of the information.

We will endeavour to complete this process within 30 days and will advise you if there is any delay and the reasons for this.

There may be a fee for the administrative costs of retrieving and providing you with copies of your client records.

We may deny access to your personal records in certain circumstances permitted by law, for example if disclosure may cause a serious threat to your health or safety or to the health or safety of others. We will always tell you why access is denied and the options you have to respond to our decision.

We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. For this purpose, our staff may ask you to confirm verbally that your contact details are correct when you undertake a Care Plan review. We request that you let us know if any of the information we hold about you is incorrect or out of date.

If you believe that the information we have about you is not accurate, complete or up to date, we ask that you contact us in writing (see details below). We will advise you when the corrections have been made and will ensure such changes occur within seven (7) days of receiving your request.

Use of Email

Emailing of personal information is not a secure method of communication.

Should you, however, request information to be emailed to you, once we have explained the risks associated with transmitting personal information in this way and have obtained and your verbal consent, we will password protect all documents, notify you of the password verbally and email it to a verified email address. This process is a secure method and has a low privacy and security risk

We will not email your personal information without consent and password protection unless in the case of a medical emergency.

We will accept personal information via email from other home support providers and organisations involved in the management of your home support services.

Only appropriate matters should be raised should you wish to communicate with us via email. For example, service scheduling and modifications to referrals.

Email communication with us must never be used in the case of a medical emergency.

Use of SMS Appointment Reminders

Appointment reminders may be sent via SMS. You can be removed from the SMS reminder system upon request.

Transborder Data Flow

Helping Hands Community Care will not transfer your personal information outside of Australia without your, or your Power of Attorney's explicit consent and then only if the information transfer is considered secure by management.

Privacy Policy Updates

Helping Hands Community Care will, from time to time update this Privacy Policy.

Privacy Concerns

Helping Hands Community Care takes complaints and concerns about privacy of clients' personal information seriously. If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint we then consider the details and attempt to resolve it in accordance with our complaint handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner:

Australian Information Commissioner
Level 3
175 Pitt Street
SYDNEY NSW 2000

Phone: 1300 363 992
Email: enquiries@oaic.gov.au

Website: <http://www.oaic.gov.au>

Contact Us:

Please direct any queries, concerns, complaints or requests for access to client records to:

Marlene Lovell

Director
PO Box 164
RIVERSIDE TAS 7250

Phone: 0419 143 781
Email: marlene@hccctas.com.au

Disclaimer

The material on this website is intended only to provide general information. We recommend that you exercise your own skill and care with respect to your use of this website and that you carefully evaluate the accuracy, currency, completeness and relevance of the material on the website for your purposes.