

Privacy Policy

Statement of Policy

It is the policy of Carers SA to respect the privacy of individuals.

Carers SA collects & uses personal information about Carers & Care Recipients in order to deliver the best possible service to Carers, either by direct services to Carers or to support its role as a representative body.

Carers SA takes seriously its responsibility to preserve the privacy of individuals and has prepared this privacy policy and also published a privacy statement on our website to outline how we handle personal information. The policy & statement are referred to in many Carers SA publications. This policy applies to all aspects of our organization.

Carers SA is bound by the National Privacy Principles contained in the Commonwealth Privacy Act.

Principles

Our obligations under the Privacy Act 1988

This privacy policy sets out how we comply with our obligations under the Privacy Act 1988. As a private sector not for profit organization, we are bound by the National Privacy Principles in the Privacy Act, which regulate how organizations may collect, use, disclose and store personal information and how individuals may access and correct personal information held about them.

In this privacy policy, personal information (as defined in the Privacy Act) means information or an opinion (including information or an opinion forming part of a database), 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 opinion.

Carers SA makes all staff, volunteers and board members aware of the requirements of its privacy policy, and the need to respect the confidentiality of client information and the privacy of individuals.

Carers SA regards any breach of privacy very seriously and will impose disciplinary action, including dismissal, if appropriate.

The National Privacy Principles (NPPs)

The National Privacy Principles are summarized in the flowchart at the end of this policy.

Appointment of Privacy Officer

The Chief Executive Officer has been appointed Privacy Officer for Carers SA.

Availability of Privacy Policy

The Privacy Policy is published in the Carers SA Operations Manual and is provided separately to all staff, volunteers and Board Members as part of induction and training processes and signed acknowledgment of the provision of the policy is obtained.

The Privacy Policy is available to any user of any service of Carers SA on request.

The Privacy Statement which is a summary of this policy is available on the Carers SA website.

Carers Australia also publishes a Privacy Statement on its website.

The Privacy Policy and Statement are referred to in many Carer SA publications and leaflets including “Information About Our Services – including Rights and Responsibilities” and other membership forms and carer support program publications.

Compliance with National Privacy Principles

Carers SA has undertaken a successful voluntary Internal Privacy Audit of compliance with the National Privacy Principles (NPPs) under the Commonwealth Privacy Act, which has been adopted by the Board.

Collection of Personal Information

It is the practice of Carers SA to collect personal information directly from the individual using the services of Carers SA, most usually the Carer, and our procedures specifically require that the consent of the Carer to collect information is obtained.

The type of personal information we may collect can include (but is not limited to) name, address, date of birth, contact details for the Carer and also personal & health information about the Carer & Care Recipient.

Carers SA will only collect personal information for purposes which are directly related to our services and only when it is necessary for or directly related to such purposes.

These purposes may include but not limited to:

- to provide specific Carer services
- to provide and mail out requested resources
- to monitor the profile of carers in South Australia and people being cared for to provide statistical data to various bodies for funding and lobbying purposes (information is de-identified)
- to advise Carers & members of upcoming functions and mail out Newsletters.

Carers may choose to remain anonymous although this may limit the services then available.

Carers SA has careful procedures to ensure that the Carer is aware & has given consent that information is being collected about the Carer.

However, by the nature of the service provided to the Carer and also as required by funding agreements (e.g. HACC), personal & health information is also collected about the Care Recipient. Carers SA cannot practically determine if consent has been given by the Care Recipient for this information to be collected.

If a Care Recipient should contact Carers SA to request removal or update of personal information from the Carers SA records this will be done by the appropriate procedure, including verification of identity. Carers SA Staff will explain to the Care Recipient and the Carer how this will affect the services provided and the options for what action could be taken e.g. opt out of the HACC MDS or archive information from database. This situation should be referred to a manager.

Confidentiality Statement re HACC requirement to collection a Minimum Data Set (MDS) of Information

HACC is the Home and Community Care Program, a joint Commonwealth and State/Territory Program providing funding and assistance for Australians in need and a funding partner for Carers SA.

Carers SA informs the users of its services that the HACC Program has Minimum Data Set requirements about information which must be collected.

Carers SA advises the users of its services that Carers SA may release information about HACC clients (which is de-identified i.e. does not disclose by full name, or address) to HACC and to the National or State Data Repository.

Users of Carers SA services are advised that this will enable the collection of information about HACC services and their consumers. The information will be kept confidential. This information is to be used for statistical purposes only and will not be used to affect individual entitlements to, or access to, services.

Use and Disclosure

Carers SA only uses personal information for the purposes for which it was given to us, or for purposes which are directly related to one of our functions or activities, and we do not give it to other government agencies, organizations or anyone else unless one of the following applies:

- the Carer or individual has consented
- the Carer or individual would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies
- it is required or authorized by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health

As described in the HACC Confidentiality Statement above, any information used for statistical analysis is de-identified.

Carers SA may ask Carers from time to time to take part in client surveys and research studies, for which prior consent will always be obtained. Carers will always be able to elect not to take part in such research or surveys.

Data Quality

Carers SA has procedures to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information when we are advised by individuals that their personal information has changed, and at other times as necessary.

Data security

Carers SA takes steps to protect the personal information we hold against loss, unauthorized access, use, modification or disclosure and against other misuse. These steps include password protection for electronic files, securing paper files in locked cabinets and physical access restrictions.

When no longer required, personal information is destroyed in a secure manner.

All contracts with external brokered services include privacy considerations.

Access and Correction

If an individual requests access to the personal information Carers SA hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act, Freedom of Information Act 1982 or other relevant law to withhold the information.

Keeping Personal Information Up To Date

Carers SA takes special care to ensure that the personal information it holds is accurate and up to date. Personal records can be updated by Carers and members calling Carers SA in Goodwood on 1800 815 549.

Carers and members can also contact the Carer Advisory Service 1800 242 636 if they have any general queries about the service contact details and the process.

The Carers SA Website

This section explains how Carers SA handles personal information collected from our website

Collection

When individuals only browse the website, Carers SA does not collect their personal information. Sometimes, Carers SA does collect personal information that individuals choose to give us via online forms or by email, for example when individuals request a Carers Support Kit by email or webform.

When an individual's email address is received by Carers SA because they sent us a message, the email address will only be used or disclosed for the purpose for which they have provided it and it will not be added to a mailing list or used or disclosed for any other purpose without the individual's consent.

Links to other websites

The Carers SA website contains links to other sites. Carers SA is not responsible for the privacy practices of any third parties nor are they responsible for the material contained in a website that is linked to the Carers SA website.

Complaints Procedure

Carers SA has a comprehensive complaints process should an individual have any concern or complaint regarding a privacy matter.

Compact Privacy Statement

The following compact from of the privacy statement may be used in situation that do not reasonable allow a full statement to be used eg in brochures.

All information is confidential & no personal identifying information is divulged. A full privacy policy is available at www.carers-sa.asn.au



The National Privacy Principles

Protecting Privacy throughout the Information Life-cycle

