

# PRIVACY



Every Story Matters.



Your privacy is very important to us. That's why all of our policies and procedures protect your right to privacy. We always ask you before collecting your sensitive information and we take all reasonable steps to make sure your personal information is protected. If you are concerned about a privacy breach, you can file a complaint and we'll be in touch as soon as possible to try to resolve the issue.

You can request our Privacy Policy & Procedures free of charge. In the meantime, we invite you to read through this brochure to see if it has the information you need.

- We comply with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Australian Privacy Principles
- If you have a vision or hearing impairment, please let us know so we can arrange for someone to explain this brochure to you
- If you have specific cultural needs in terms of understanding this brochure (e.g. language), please let us know so we can find someone who can help with those needs.

## Personal information

This relates to information about you that reveals your identity.

## Sensitive Information

This relates to information about your racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record, biometric information, biometric templates, health information and genetic information.

## Privacy Policy & Procedures

Our Privacy Policy & Procedures are available free of charge to any person or organisation on request. They are available:

- On our website
- In your Client Admissions Package
- At any of our offices.

## Collection, Use, Disclosure & Storing of Personal Information

We will collect, use, disclose and store personal information (other than sensitive information) to:

- Provide you with high quality, effective services and care
- Determine your eligibility for housing or other support services
- Enable contact with a nominated person regarding your health status
- Contact you, a nominated family member, carer or lawful representative
- Comply with government program requirements (including data collection)
- Prevent or minimise a serious and imminent threat to a person's life, health or safety, or a serious threat to public health or public safety
- Investigate or report suspected unlawful activity.

We will not collect and hold sensitive information (including health information) unless:

- The collection of the information is directly related to one or more of our functions
- You have consented to the collection and holding of the information
- The collection and holding of the information is required or authorised by Australian law or a court/tribunal order
- A permitted health situation exists in relation to the collection of the information.

Before collecting sensitive information, we will seek your consent. We will source relevant information from:

- You
- Your family, carer or another lawful representative (where there is a Power of Attorney order in place)
- Doctors and other health professionals
- Legal advisors.

We will share this information with:

- You
- Your family, carer or another lawful representative (where there is a Power of Attorney order in place)
- Doctors or other health professionals
- Medicare
- Department of Communities
- Department of Social Services.

We will not use your information for marketing or commercial purposes without your express written approval.

## Use & Disclosure of Health Information

We will use and disclose your health information to a person who is lawfully responsible for you if:

- You are incapable of giving consent or communicating consent
- The use and disclosure is necessary to provide appropriate care or treatment
- The use and disclosure is necessary for the purposes of undertaking a quality review of our services (and the disclosure is limited to the extent reasonable and necessary for this purpose)
- The use and disclosure is not contrary to any wish previously expressed by you.

## Collection, Holding, Use & Disclosure of Photographs

Photographs of you cannot be published without a Disclosure Form signed by you or your lawful guardian.

## Collection, Holding, Use & Disclosure of Unsolicited Information

If we receive personal information from you that has not been solicited (and the information could not be obtained by lawful means), the information will be destroyed or de-identified as soon as practicable and in accordance with the law.

## Accessing Personal Information

You have the right to request access to personal information held by us. Requests for access to information are to be made in writing and addressed to the CEO.

We will release this information unless the request:

- Is frivolous or vexatious
- Poses a serious threat to the life or health of any person
- Unreasonably impacts upon the privacy of other people
- Prejudices negotiations between you and us
- Jeopardises existing or anticipated legal proceedings
- Is unlawful or would be likely to prejudice an investigation of possible unlawful activity
- Concerns information that an enforcement body performing a lawful security function asks us not to provide access to
- Would reveal information we hold about a commercially sensitive decision-making process.

## Assessing the Request for Access to Personal Information

Your identity will be confirmed prior to allowing access to personal information. We will decline access to the information if:

- Your identity cannot be confirmed
- The person making the request is not a lawful representative
- We consider there is a serious threat to the life or health of any person
- The privacy of others will be affected
- The request is frivolous or vexatious
- Information relates to existing or anticipated legal proceedings
- Access is unlawful.

## Correcting Personal Information

If you consider personal information is inaccurate, incomplete, out-of-date, irrelevant or misleading we will take all reasonable steps to correct the information. Requests for the correcting of personal information are to be made in writing and addressed to the CEO. A request for access to (or correction of) personal information will be approved or declined in writing within five working days. Refusal of either request will be supported with written information detailing the reasons for the refusal and the complaints mechanisms available with which to challenge the decision.

## Charge for Accessing or Correcting Personal Information

There is no charge for accessing or correcting personal information.





## Security of Personal Information

We will take all reasonable steps to ensure the personal information we collect and hold is protected from misuse, interference, loss, unauthorised access, modification or disclosure. To ensure this security we will:

- Store your records securely (whether electronically or via hard copy)
- Store and back-up your records using software technology
- Use password protected software technology
- Use firewalls and virus scanning tools to protect against unauthorised interference and access
- Transport records through a restricted delegation of authority process
- Archive records no longer required using a lawful and secure process
- Restrict record access to health professionals and designated service personnel attending to your care
- Use the records only for the intended purpose
- Refuse requests for personal information received via telephone
- Forbid workers from providing any personal information to any person not involved in your direct care
- Engage contractors who:
  - » Can demonstrate compliance with the Australian Privacy Principles
  - » Have up-to-date virus protection software and firewalls
  - » Notify the organisation of any actual or potential breaches of security.

## Data Breach

A data breach is when data held by the organisation pertaining to an individual has been released (intentionally or unintentionally) and has caused (or is likely to cause) harm to the individual concerned (as determined on an objective basis).

We will report a data breach to the Privacy Commissioner and to affected individuals within 24 hours of notification that the breach has occurred, then take immediate remedial action to prevent serious harm from occurring (or mitigate the impact if it has already occurred).

## Complaints Mechanism for Suspected Breaches of the Australian Privacy Principles or Other Privacy Legislation

We have multiple avenues for filing complaints, which are all available to use in relation to breaches of privacy legislation or policy. Your options include:

- Speak with a Manager
- Speak with an Executive Manager
- Speak with the CEO
- Provide feedback via our website.

Complaints can also be submitted by:

**Website:** [accordwest.com.au](https://accordwest.com.au)

**Telephone:** 08 9729 9000

**Email:** [feedback@accordwest.com.au](mailto:feedback@accordwest.com.au)

**Post:** PO Box 6498, South Bunbury, WA, 6230.

The complaint will be investigated in accordance with internal procedures and processes. During this time, the complainant may be invited to participate in conversations related to the investigation.

At the discretion of the Executive Manager, other interested parties may also be invited to participate in the conference to discuss the nature of the complaint and to attempt to resolve it. This may include the presence or participation of a support person or advocate for the complainant.

The complaint will be acknowledged within 48 hours and a detailed response provided within 20 working days. This response will be in writing and will include the outcome of the investigation, any proposed action and confirmation of the right to lodge a complaint with any relevant external organisations.

If you do not consider we have adequately addressed your complaint, you are welcome to contact the Australian Information Commissioner.

**Telephone:** 1300 363 992

**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Website:** [www.oaic.gov.au](https://www.oaic.gov.au)





**A:** 26-28 Forrest Avenue  
South Bunbury,  
WA 6230.

**P:** 08 9729 9000  
**P:** 1800 115 799  
**E:** [info@accordwest.com.au](mailto:info@accordwest.com.au)

PO Box 6498  
South Bunbury, WA 6230.

**Office hours**  
9am-5pm Monday to Friday

If you are deaf, or have difficulty speaking or hearing English,  
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres  
Strait Islander peoples as the first inhabitants of the nation and  
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest  
ABN: 29 138 143 911

**[accordwest.com.au](http://accordwest.com.au)**