



connected



# City of Burnside Home Support Program

Privacy, Confidentiality and Access to  
Personal Information

Fact Sheet 2016/17

## About your rights

The City of Burnside Home Support Program manages personal information according to Australian Privacy Principles (APP).

This means you have the right to privacy, dignity and confidentiality in regard to the collection, storage, use and disclosure of your personal information.

You also have the right to access your recorded personal information and correct or update details if required.

## Collection, recording and storage of information

Personal or sensitive information is only collected to facilitate evaluation and review processes to develop individualised service plans. Non-attributed information is also collected for statistical or auditing purposes and to improve the quality of programs.

Once recorded, personal information is:

- Kept in a locked area if paper based
- Password protected if an electronic record
- Not shared without your permission (or the permission of another person for whom you have specifically given consent to do so)
- Only used for the purpose for which it is collected
- Destroyed or de-identified when it is no longer needed for your care.

## Access to information

You decide who can access your personal information by signing a Client Consent Form.

You, or someone nominated on the consent form, can ask to see the recorded information by using a Request for Information Form, which is available from Home Support Program staff and also on our website. Any information found to be incomplete, incorrect, misleading or outdated can then be amended.

Relevant information could be released without your specific permission if there was a serious threat to life, health or safety – but you would be told about this as soon as possible.

The City of Burnside also has a legal responsibility to comply with the Freedom of Information Act 1991. If a person does not have your permission to access your information, they will need to submit a Request for Information Form to the Manager Community Connections, who will assess its appropriateness under the Act and comply accordingly.

## Consent

Your written consent about who can access your personal information is obtained during the evaluation process and again, if relevant, when new information is added during a review.

You have the right to withdraw this consent or change the people nominated on the Client Consent Form at any time.

In an emergency, relevant information may be released to your nominated carer, advocate, legal guardian or medical professional(s) as recorded on the Client Consent Form.

## Concerns

If you have any concerns about the way your information is being collected or managed, please speak to your Program Facilitator in the first instance.

If you feel you would like to make a complaint about the way your personal information is collected or managed, ask your Program Facilitator for a copy of the *City of Burnside Home Support Program Compliments, Complaints and Appeals Fact Sheet* which provides useful information to help you do this.

If you feel an issue regarding privacy or management of information or access to information is not satisfactorily resolved within 30 days, you can contact the Office of the Australian Information Commissioner. This office prefers complaints to be made in writing, but you can contact the Enquiries Line on 1300 363 992. More information is available on their website.

## Useful contact

### **Office of the Australian Information Commissioner**

GPO Box 5218, Sydney NSW 2001

Phone: 1300 363 992

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

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

The Office of the Australian Information Commissioner (OAIC) has three key functional areas: Privacy, Information and Freedom of Information (FOI). The OAIC provides information and advice, reviews decisions made under the FOI, handles complaints made about privacy or access to information and can also initiate an investigation if required.

**This Fact Sheet is a summary of the City of Burnside Home Support Program's Management Protocol and Procedures in regard to Privacy, Confidentiality and Access to Personal Information. If you would like to see the full document, please ask your Program Facilitator.**

## City of Burnside Home Support Program contacts

Office Hours Monday to Friday 8:30am – 5:00pm

Manager Community Connections	8366 4143
Team Leader Community Support and Wellbeing	8366 4176
Facilitator – In Home Support	8366 4227 <a href="mailto:homeassist@burnside.sa.gov.au">homeassist@burnside.sa.gov.au</a>
Facilitator – Group Social Support	8366 4144 <a href="mailto:3Rs@burnside.sa.gov.au">3Rs@burnside.sa.gov.au</a> <a href="mailto:mensshed@burnside.sa.gov.au">mensshed@burnside.sa.gov.au</a>
Community Care Administration	8366 4142
Social Activities Administration	8366 4166
Home Maintenance Administration	8366 4221
Group Social Support Administration	8366 4221

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