



Privacy Policy

Purpose and scope:

At MYVISTA, we are committed to protecting the residents, customers and employees privacy in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

This Privacy Policy applies to personal information collected by MYVISTA and explains how we collect, use, disclose and handle it as well as the individuals' rights to access and correct their personal information and make a complaint for any breach of the Australian Privacy Principles.

Staff, students, volunteers and contractors are responsible for ensuring compliance with the organization's policy and to maintain confidentiality and security of personal information.

Policy:

MYVISTA is a not for profit organization providing care services to older people. As such, the primary purpose that MYVISTA collects personal information is to ensure delivery of appropriate services, including health and care services that are tailored to the needs of the individual.

This policy outlines how we will manage personal information in a transparent and open manner and ensure the rights to privacy protection in accordance with the applicable privacy legislation is maintained.

Procedure:

All persons listed within the Purpose and Scope of this Procedure will:

- Be advised of this policy on arrival on their first day of placement or employment.
- Sign the Confidentiality Disclaimer form (FM MS 23)
- Be formally advised of the legal requirements of conforming to this procedure.
- Acknowledge intellectual information or material at MYVISTA is for the exclusive use of MYVISTA and shall not be removed from the premises.
- Be advised that the C.E.O. is the only person authorized by the Board of Management to make any comment about MYVISTA to the media.

Definitions:

Personal Information refers to: information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information is true or not; and
- whether the information is recorded in a material form or not.

Health Information refers to: information or an opinion about:

- the health or a disability (at any time) of an individual at anytime; or
- an individual's expressed wishes about the future provision of health services to him or her (advanced health directive); or
- a health service provided, or to be provided, to an individual that is also personal information; or
- other personal information collected to provide, or in providing, a health service; or
- other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or
- genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual (Other types of genetic information that are not health information fall within the definition of 'sensitive information').

Health Service refers to: an activity performed in relation to an individual that is intended or claimed (expressly or otherwise) by the individual or the person performing it:

- to assess, record, maintain or improve the individual's health; or
- to diagnose the individual's illness or disability; or
- to treat the individual's illness or disability or suspected illness or disability; or
- the dispensing on prescription of a drug or medicinal preparation by a pharmacist.

Unsolicited Information refers to: Any personal information received from an individual that we did not seek.

Sensitive Information: 'Sensitive information' is a subset of personal information and is defined as: information or an opinion (that is also personal information) about an individual's:

- 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
- health information about an individual
- genetic information (that is not otherwise health information)
- biometric information (e.g. fingerprints, iris scan) that is to be used for the purpose of automated biometric verification or biometric identification, or
- biometric templates

Types of Personal Information Collected are:

- Name
- Date of birth
- Health information including medical care needs and advanced health directives
- Social circumstance information
- General Practitioner/Health Practitioner
- Next of Kin/nominated person
- Health fund or insurer information
- Financial information
- Transaction details associated with the services we have provided to you
- Any additional information provided to us by you
- Any information you provided to us through satisfaction surveys

Information Collection:

Personal information and sensitive information (including Health Information) may be collected from:

- the client
- family members or authorized representative
- any person or organization that assesses health status or care requirements
- a health practitioner of a resident
- other health providers or facilities
- a legal advisor of a resident
- This information can be collected in a variety of ways including; through interviews, assessments and the completion of forms.
- MYVISTA will only collect information that is directly related to MYVISTA's activities and necessary for that purpose.
- MYVISTA will take reasonable steps to ensure health and personal information collected will be relevant, accurate and current.
- Whenever possible health information will be obtained directly from the individual unless it is impractical to do so.

We attempt to limit the collection and use of sensitive information unless we are required to do so in order to carry out the services provided. However, we do not collect sensitive information without the individual's consent.

All individuals/their authorized representative sign a Privacy Information Consent advising MYVISTA of their approval /disapproval to receive information regarding the organization's services, products, fund raising and other activities.

Unsolicited Information

If MYVISTA receives information about a person that we have not sought out (referred to as "unsolicited information"), we will check whether that information is reasonably necessary for our functions or activities. If it is, we will handle this information in the same manner as any information that we seek from the person himself/herself. If we are not permitted to collect this information, it will be destroyed or de-identified as soon as practicable, but only if it is lawful and reasonable to do so.

Use and Disclosure of Information:

MYVISTA will only use personal information for the purpose for which it was collected or a directly related purpose:

- To provide appropriate services
- To discuss care with authorized representative or person responsible (where applicable);
- To comply with the provisions of state or commonwealth law;
- To provide data to government agencies in compliance with state or commonwealth law;
- To determine eligibility to entitlements provided under any state or commonwealth law;
- To enable contact with a nominated person regarding a person's health status; and
- To lawfully liaise with a nominated representative and to contact family if requested or needed.

Situations may arise where MYVISTA may use or disclose information without the individual's consent. These include:

- Where it is reasonably believed that use or disclosure is necessary to reduce or prevent a threat to a person's life, health or safety or a serious threat to public health or safety.
- When MYVISTA is investigating or reporting on suspected unlawful activity.
- Where the use or disclosure is required by law.
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- Where we reasonably believe that the use is necessary for law enforcement, public revenue protection, prevention and remedying of serious improper conduct, or conduct of court or tribunal proceedings.

If a person chooses not to provide us with some or all of the information we request, we may not be able to offer or continue to provide them with the services they require.

Intentional release of confidential information is a serious breach of confidentiality and may result in the disciplinary and/or legal action.

Monitoring quality and satisfaction

MYVISTA may use personal and sensitive information to monitor the quality and effectiveness of services provided. As such, MYVISTA, may use personal information to request feedback on services provided.

Business Management

MYVISTA may disclose personal and sensitive information for administrative purposes, to meet legal and contractual obligations. For example, personal information may be disclosed to government agencies for funding purposes, or the health record of the person may be subpoenaed. MYVISTA will take reasonable steps to ensure information disclosed for reporting purposes are de-identified where possible.

Storage of Information:

Information stored within our computer systems can only be accessed by those entrusted with authority and computer network password sanctions.

We maintain computer and network security; for example, we use firewalls, anti-virus & anti-spam (security measures for the internet) and other security systems such as user identifiers and passwords to control access to computer systems.

MYVISTA has strict protocols to protect personal information it holds (in paper format and electronically) from misuse, interference and loss, as well as unauthorised access, modifications or disclosure. All personal information is securely stored within the premises of MYVISTA, and in some cases, with a third party provider of data storage.

MYVISTA will take all reasonable steps to destroy or de-identify the personal information once it is no longer required, in conjunction with the APPs and applicable document disposal schedules.

Access and Correction of personal information

We take reasonable steps to ensure that the individual's personal information is current, accurate, up-to-date and complete whenever we collect, use or disclose it.

To correct personal information, a Resident/Representative's Change of Personal Details Form (FM MS 35) available from MYVISTA reception is to be completed and handed in.

To access personal information, a request in writing is to be addressed to the:

- Information Services; MYVISTA, 11 Nugent Street Balcatta WA 6021.

Access to personal information may result in administrative fees. In the event MYVISTA refuses to grant access and/or correct personal information, the individual will be notified of the basis of refusal.

MYVISTA when requested will provide access to a person's personal information unless there is a reason why we can't. We may deny a request if we reasonably believe:

- it would pose a serious or imminent threat to the life or health of any person.
- information may have an unreasonable impact on the privacy of others;
- request is frivolous or vexatious;
- information relates to existing or anticipated legal proceedings and would not be accessible by the process of discovery in those proceedings;
- information would reveal our intentions in relation to negotiations in such a way as to prejudice those negotiations.

Transfer of information overseas

Pursuant to the National Privacy Principles we may transfer personal information we have collected about you to someone other than you in a foreign country only if such transfer is permitted by the National Privacy Principles.

Direct Marketing

Clients will be asked for consent to their personal and contact information to be used for general communication purposes and fundraising requests. Consent may be granted/withdrawn at any time.

Any individual can contact MYVISTA at any time to “opt out” of any direct marketing material they receive by posting or emailing their request.

Our Website

Our web site contains links to other web sites and those third party web sites may collect personal information about you. We are not responsible for the privacy practices of other businesses or the content of web sites that are linked to our web site. MYVISTA encourages users to be aware when they leave the site and to read the privacy statements of each and every web site that collects personally identifiable information.

Complaints

In the event an individual has any concerns about how MYVISTA manages their personal information, or wish to make a complaint about privacy that has been breached, please provide feedback in writing and/or complete the “Comments and Suggestions” and place it in the suggestion box.

If the individual is not satisfied with MYVISTA’s response, an individual may contact us to further discuss their concerns, or feedback may also be forwarded to any of the following external agencies:

Aged Care Complaints Scheme

Department of Health

GPO Box 9848, Perth WA 6848

Tel: 1800 550 552

TTY: 1800 555 677

Online: www.health.gov.au

Independent Advocacy Services – Advocare (Inc)

1/190 Abernethy Road, Belmont WA 6104

Tel: (08) 9479 7566

Country Free Call: 1800 655 566

Email: rights@advocare.org.au

Office of the Aged Care Commissioner

Available should a resident or client experience dissatisfaction with the outcome of from the investigation by the Aged Care Complaints Scheme

Tel: 1800 500 294 (free call)

If the individual is not satisfied with response from any of the above external agencies, feedback may then be taken to the:

Office of the Australian Information Commissioner:

GPO Box 5218, Sydney NSW 2001

Tel: 1300 363 992

TTY: 133 677

Fax: (02) 9284 9666

Email: enquiries@oaic.gov.au

Online: www.oaic.gov.au