

Your privacy is important to us

At Age Care Support, we respect your privacy by keeping your personal information safe and private. Your privacy and dignity are very important to us.

We will always treat your personal information with care and respect. We follow Australian privacy laws, including the Privacy Act 1988 and the Aged Care Quality Standards.

How we collect your information

Our preference is to collect information directly from you. However, sometimes, we may get information from:

- your family or representatives
- doctors, hospitals or other care providers
- government departments e.g. Medicare or My Aged Care.

We may collect information when you:

- fill out forms
- talk to us in person, by phone, or by email
- visit our website.

Why we collect your information

We collect your information to:

- help provide you the best possible care and services
- meet our legal and safety responsibilities
- keep you and your family informed about your care
- improve our services and staff training
- plan for the future and ensure our care remains person-centred and high quality.

We will only use your information for these reasons or for something very closely related.

Sensitive and health information

Sometimes we need to collect special or sensitive information about you in relation to your health, medical conditions, disabilities, religion, culture, power of attorney (POA) or guardian. We will always ask for your permission before collecting this information, unless the law requires us to do so – for example, in an emergency.

How we keep your information safe

We understand how important it is to keep your information safe. We store your personal information in paper files, computer systems, databases and/or in secure cloud storage.

We keep your information safe by:

- locking filing cabinets and offices
- using secure computer systems and passwords
- only allowing access to people you authorise or who are directly involved in your care
- keeping our buildings and computers safe and protected.

If we no longer need your information, we safely store it in accordance with legislative requirements.

Sharing your information

We may share your information with:

- your doctor, hospital or other care providers
- government agencies (like the Department of Health or Services Australia)
- your nominated family member or guardian
- our staff and trusted service providers (for example, IT support).

We will only share your information if:

- you agree
- it is required by law
- it is needed to protect someone's life, health, or safety.

We do not share your information overseas unless absolutely necessary, and only if it is safe and you have given consent.

If something goes wrong (data breach)

If your personal information is lost, stolen, or accessed by someone who should not see it, we will:

- act quickly to fix the problem
- tell you what happened using open disclosure
- tell the Office of the Australian Information Commissioner (OAIC) if required
- conduct a comprehensive investigation to minimise risk of recurrence.

Checking or changing your information

You can ask to:

- see the information we hold about you at any time
- correct something that is wrong or out of date.

We may ask you to prove your identity before giving you access. If we are unable to make the requested changes, we will explain why in a way that you understand.

Making a complaint

If you are unhappy with how we have handled your information, you can write to us or tell a staff member. We will investigate your concerns and inform you of our findings. If you are unhappy with our response, you can contact the Office of the Australian Information Commissioner (OAIC).

Contact us for more information

If you have any questions or concerns about privacy, please contact our Privacy Officer.

You can choose to remain anonymous. However please provide your contact details if you would like us to get in touch or update you on the progress of any concerns you raise.

Phone: 03 9125 7754

Online: agecaresupport.com.au/contact

Email: admin@agecaresupport.com.au

Mail: Level 1, 64 Victor Cres, Narre Warren, VIC 3805