

Privacy Disclosure Statement

1.8.4.1

As a residential aged care facility, Eventide Homes is bound to collect a range of personal/health information according to the Aged Care Act 1997 which is used to ensure the appropriate level of care and service is provided to residents. Information includes date of birth, next of kin, assessments, care plans and other documents which form a resident's medical record and some financial information. The Australian Privacy Principles provide guidance for our systems to safeguard this information. Information is also used to monitor and assess the effectiveness and appropriateness of care through a range of quality assurance and quality improvement activities.

In the event that we are unable to collect this personal information, our ability to appropriately meet your care and service needs may be compromised.

We are committed to ensuring the privacy of your personal information and the implementation of systems for responsible handling of your personal information. Systems are in place to ensure residents' personal information and other confidential information related to the management of the organisation is safeguarded against loss, unauthorised access, modification or disclosure.

As an aged care service we are required by law to communicate some personal information to government agencies to enable the organisation to receive the correct level of funding for the care required and the appropriate running of the service. These agencies are also bound by the Privacy Act 1988 and Privacy Amendment (*Enhancing Privacy Protection*) Act 2012, and by the Australian Privacy Principles.

A team approach to providing care in partnership with residents and their representatives is taken. This requires your personal information to be, at times shared with other allied health professionals. Information is only shared with health team members such as Physiotherapist, Pharmacist, Podiatrist on a need to know basis.

The CEO acts as the Privacy Officer to assist you with your right to access your personal information or complain about a situation where you believe your personal information has been inappropriately handled and any questions you may have related to privacy of personal information.

We have developed a policy ([Information Privacy 1.8.4](#)) which outlines how we may collect, use, disclose and store your personal information. This policy also outlines ways in which you may complain if you feel your information has not been managed appropriately. You are able to view this policy if required.

Please contact the CEO on Phone: (03) 5358 2027 if you have any questions, concerns or requests. The CEO will inform you of any documentation requirements associated with your concern or request and promptly deal with such matters.

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