



Policy 13: Privacy

This policy outlines The Parkside Foundation's (Parkside) approach to protecting the privacy of our clients, contributors and business contacts. Parkside understands that privacy is important to you in your dealings with Parkside. Parkside is subject to the National Privacy Principles (NPPs) that are contained in the Commonwealth Privacy Act 1988 (Privacy Act) and govern how Parkside handles personal information.

WHAT KINDS OF PERSONAL INFORMATION DOES PARKSIDE HOLD AND WHAT IS IT USED FOR?

Our Services

Parkside provides a range of support services to people with disabilities, people with dementia, older members of the community, their carers and families. The range of services provided include leisure and recreation services, independent living training, in and out of home respite, personal care and other services required to help people to stay living in their chosen community.

The Information We Collect

Parkside may collect personal information about clients, carers and families in a variety of ways.

1. **Existing and potential Clients**

For clients accessing or seeking access to the services we provide, Parkside will collect detailed information about you and your carer/family. This information will include details of your unique support requirements and the types of services you require, including details of the nature and scope of services provided by other agencies. This information is necessary for the co-ordination and provision of services to meet your needs. For potential clients, this information may also be used as part of the prioritisation process, the system we use to allocate services to people in greatest need, as determined by Federal and State Government funding guidelines.

2. **Other service providers**

In order to ensure a co-ordinated approach to service delivery, Parkside will seek your permission to contact any other agencies who provide support services to you and your carer or family. When two or more agencies are providing services to you, Parkside will ask your permission to establish a communication system that enables support staff to exchange information and keep one another informed of any alterations in your support needs.

3. **Referral to other agencies**

If Parkside is aware of any other organisations who can assist in meeting your support needs, we will seek your permission to make a referral to these services. Making the referral will involve passing on some of your personal information and a summary of your support needs to the other organisation(s).



HOW DOES PARKSIDE USE PERSONAL INFORMATION?

Eligibility for service

For clients seeking our services, Parkside use the personal information collected to assess your eligibility for service against our funding guidelines and our ability to meet your specific needs.

Service provision

Parkside uses personal information to ensure that support staff are aware of your needs and are able to provide the services you require in a safe, friendly and efficient manner.

There is normally a small charge or contribution for the services provided by Parkside. Your personal information will be used to administer your monthly account with us.

Statistics

Parkside use information, for statistical purposes, to report to Australian and Tasmanian Government Departments, who fund the services we provide. This statistical information is provided in an anonymous format, identifying features such as names and addresses are removed. All statistical information is handled in accordance with strict privacy guidelines, determined by the funding agency.

DOES PARKSIDE GIVE YOUR PERSONAL INFORMATION TO ANYONE ELSE?

Parkside may disclose personal information about clients to third party contractors and service providers to provide you with services on our behalf or as part of your package of support. Parkside requires these third parties and contractors to comply with the terms of this Policy.

Parkside may disclose personal information in an emergency to a medical professional or emergency service.

Parkside may disclose information for legal reasons, for example disclosures may need to be made to law enforcement agencies, government agencies, courts or external advisers. Parkside's policy is to only make such disclosures in accordance with the Privacy Act.

WE ENSURE INFORMATION QUALITY

We will take reasonable steps to ensure that client data is recorded accurately and completely and that corrections/alterations will be made as soon as possible.

ACCESS AND CORRECTION

Under the Privacy Act, you have a right to seek access to information that Parkside holds about you (although there are some exceptions to this). You also have the right to ask us to correct information about you that is inaccurate, incomplete or out of date. If you wish to exercise your right under the Privacy Act to seek access to the personal information that Parkside holds about you, we ask that you contact Parkside's Privacy Officer (the details of whom are provided below), who will explain how Parkside will handle your access request. In the first instance, we will generally provide you with a summary of the information we hold about you.

We will assume (unless you tell us otherwise) that your request relates to our current records about you. These current records will include personal information about you which is included in our databases and in paper files, and which may be used by Parkside on a day-to-day-basis.

To provide you with access to this personal information, Parkside would ordinarily provide you with a printout of the relevant personal information from our databases, or with photocopies of records that are held only on paper



files. If personal information about you (for example, your name & address details) is duplicated across different databases, we will generally provide you with one printout of this information, rather than multiple printouts. Ordinarily, Parkside will not charge you for the cost of providing this type of access to these records. For legal and administrative reasons, Parkside may also store records containing personal information in its archives. You may seek access to the records held by Parkside that are not current records, but if you do so, we may charge you for the cost of providing access. If you are of the view that personal information about you is not accurate, complete or up to date, please provide Parkside's Privacy Officer with your request for correction (contact details are set out below). Parkside's policy is to consider any requests for correction in a timely way. You can request permission for someone else to access your information on your behalf. This person will need to demonstrate legal authority to the Privacy Officer.

IS YOUR PERSONAL INFORMATION STORED SAFELY?

Parkside takes reasonable steps to ensure the security of personal information held by it from such risks as loss or unauthorised access, destruction, use, modification or disclosure. Parkside takes a range of technical, contractual, administrative, and physical security steps to protect all clients' information. If personal information is held on paper files it is handled in a responsible manner in a secure office environment.

CONTACTING PARKSIDE

If you have any questions or comments about this privacy policy, or if you wish to complain about how we have handled personal information about you, please contact Parkside's Privacy Officer:

- by telephone (03) 6243 6044 or
- by facsimile (02) 6243 1414; or
- by e-mail bsmith@parkside.org.au; or
- by letter to:
The Privacy Officer/CEO
The Parkside Foundation Pty Ltd
34 Wellington Road
LINDISFARNE, TAS 7015

CHANGES TO THIS PRIVACY POLICY

This privacy policy may change from time to time. This policy was last reviewed on the date listed below.

Date reviewed: 25/05/2015	Version number: 7	Authorised by: Brian Treanor, Chair
---------------------------	-------------------	-------------------------------------