



PRIVACY POLICY

AccessAccom appreciates that privacy is important to you. AccessAccom is committed to handling your personal information (including health and other sensitive information) in accordance with applicable privacy laws, including the Australian Privacy Principles set out in the Privacy Act 1988(Cth), the Privacy and Personal Information Protection Act 1998 NSW and the Health Records and Information Privacy Act 2002 NSW. Personal information is information or opinion that identifies a person or from which a person can reasonably be identified. It includes information such as your name, address, date of birth, contact details and emergency contacts. If you receive funding under the Aged Care Act 1997 or National Disability Insurance Scheme services it may also include "sensitive information" such as your support needs, medical history, Occupational Therapy assessments and advice you have been given by healthcare professionals, and other information relevant to your support or the services we provide.

What Personal Information Does AccessAccom Collect and Hold and Why?

We collect personal information reasonably necessary for our functions or activities as a provider of Independent Living options and Specialist Disability Accommodation services. The types of information we generally collect includes name, date of birth, address and other contact details such as telephone numbers and email address. Depending on the purpose of our interaction with you, we may also collect additional personal information.

Providing us with accurate and complete information is important for the safety, quality and effectiveness of the services we provide. If you do not provide accurate and complete information, or you withhold information, it may affect the safety, quality and effectiveness of the services we provide and the funding available to you or us for those services. In certain circumstances, this may mean that we are not able to provide you with services.

More detail about the personal information (including sensitive information) we collect and why is set out below. If you have any concerns about the personal information we have asked you to provide, please raise those concerns with us.



Prospective client and clients of our independent living services and participants and prospective participants of NDIS services

In addition to the general information noted above, we may collect and hold:

- sensitive information relating to your health and support needs, your racial/ethnic origin, your lifestyle choices and your support preferences and wishes;
- information about you that was provided to the Aged Care Assessment Team or the National Disability Insurance Agency, the Department of Health, the Department of Social Services, Medicare Australia, Centrelink or the Department of Veterans' Affairs;
- information about your financial status and your social security status;
- information regarding details of your appointed attorney, guardian or other alternative decision makers;
- contact details for your family members;
- records relating to your enquiries about access into one of our services; and
- any other information required by law or AccessAccom's duty of care.

We generally collect information directly from you. We may also collect personal information about you from third parties, for example:

- from a government agency including those listed above as well as independent agencies such as the NDIS Quality and Safeguards Commission or the NSW Ageing and Disability Commissioner.
- from your medical practitioner or other healthcare professional;
- from other organisations that have provided you with support and/or accommodation services;
- from your authorised representative or family members.

We may collect your personal information for the following purposes:

- to provide you with appropriate ongoing accommodation services, including by developing services plans and communicating with your nominated support and healthcare professionals;
- to comply with the requirements of the laws that regulate our provision of services;
- to determine your eligibility for Independent Living or SDA services you may apply for ;



- to liaise with your authorised representative and to contact nominated individuals (such as family members) if requested or needed;
- to comply with our obligations to give financial and asset information to the Australian Government to determine our funding entitlements and to determine the fees you pay us;
- to enter into contract arrangements for the services or accommodation we may provide;
- to meet any other regulatory, legislative or care requirement.

Enquiries to AccessAccom

If you register for an event or make inquiries about our activities, we may collect your personal information including areas of interest to you and contact details.

We collect this information to send you information about forthcoming projects and activities. If you do not wish us to use personal information to send you this information please contact us by using our contact details below.

Healthcare and support professionals

AccessAccom may collect personal information about individual health professionals and support professionals who interact with us and who are involved in the support of our residents and applicants. This information is typically information such as an individual's name, contact details, professional details and information regarding interactions and transactions with AccessAccom .

Other individuals

AccessAccom may collect personal information about individuals who we deal with on a commercial basis such as suppliers, contractors and individuals in organisations to which we provide services or from which we acquire goods and services. We may collect personal information about you including your name, position, contact details, licence or registration number, ABN, bank detail and other information relevant to the capacity in which you are dealing with AccessAccom . We generally collect this information to enable us to contact and deal with you and to enable us to fulfil any obligation or undertaking relevant to your relationship with AccessAccom.



Visitors to our website

People can generally visit our website without revealing who they are or providing any personal information. AccessAccom will not collect any personal information about visitors to our website, except when visitors take steps to provide personal information to us, for example, when submitting an enquiry. Information provided through our website will be collected, held, used and disclosed in accordance with this Privacy Policy.

If you provide us with personal information through our website, we may log your usage to assist us to make our website more accessible and valuable to our clients and future website visitors.

The internet is not always a secure method of transmitting information. Whilst AccessAccom takes reasonable steps to ensure that information it receives is maintained securely, it cannot ensure that communications conducted via the internet will be secure.

How Does Accessaccom Use and Disclose Your Personal Information?

AccessAccom may use or disclose your personal information for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, less authorised or required by law.

Generally, most of the information we handle relates to the accommodation we provide, in which case we use and disclose personal information:

- in order to liaise with support providers and allied health professionals who may be involved in supporting you;
- in order to comply with the statutory requirements under the *Aged Care Act 1997* (Cth) or the *National Disability Insurance Scheme Act 2013* which may require information be shared with government agencies.
- to maintain records required under our policies and by law; and
- for related purposes in managing and administering AccessAccom's services, including managing billing and debt recovery, quality assurance and evaluation, maintenance and testing of assistive technology systems, and investigating or managing complaints, concerns or claims (including liaising with legal representatives and insurers).



How Does Accessaccom Hold Personal Information?

AccessAccom holds personal information in paper-based and electronic records and systems. Personal information may be collected in paper-based documents and converted to electronic form for storage (with the original paper-based documents either archived or securely destroyed).

Information held in paper-based form is securely stored at the AccessAccom office in Sydney. Information held in electronic form is held on servers controlled by AccessAccom in Australia. AccessAccom uses physical security, password protection and other measures to protect personal information from misuse, interference and loss; and from unauthorised access, modification and disclosure.

How Can You Access, Correct And Update Your Personal Information?

You (or your authorised representative) are generally entitled to access the personal information we hold about you except where access can or must be denied or limited by the *Privacy Act 1988* (Cth). To request access to your personal information, please contact AccessAccom using the contact details below.

Requests for access should include:

- if the person requesting information is an authorised representative, proof that the person is lawfully authorised to do so (such as a copy of the Enduring Power of Attorney appointing the person and a copy of the person's drivers licence or passport);
- specific details of the information sought so that we can identify what personal information is being requested;
- the form in which the information is requested (for example, a copy of the information or a request to view the information contained in our records).

We will generally provide access to personal information in the form requested unless this is unreasonable or impractical, in which case we may provide the information in another way. For example, if providing information may have an unreasonable impact on the privacy of other individuals we may provide only some of the information.



If you believe the personal information we hold is inaccurate, incomplete, not up to date or misleading, you may request that the information be amended and we must take reasonable steps to correct the information.

If we decide not to grant access to personal information or we refuse to correct personal information we will provide you with written reasons for our decision, the mechanisms available to complain and any other matters that we may be legally required to tell you.

Complaints

If you are not satisfied with our handling of your personal information or you believe we have breached our privacy obligations, you can complain to AccessAccom in writing by email or by telephone.

If you are not satisfied with our handling of or response to your complaint you may also make a complaint to the Office of the Australian Information Commissioner which must be done in writing – details are available on their website: www.oaic.gov.au.

Contact Details For AccessAccom

Tel: 1800 692223

info@accessaccom.com.au

Level 24, Three International Towers, 300 Barangaroo Ave, Sydney, NSW 2000.

This policy was prepared in July 2019. We may amend this Policy from time to time and updates will be available on our website.