



Safeguarding your **PRIVACY**



OUR POLICY ON PRIVACY

Baptist Village Baxter (BVB) will comply with the conditions of the Privacy Act 1988 as amended in 2001, to ensure that the privacy rights of our clients are satisfied.

WHY YOUR PRIVACY IS SO IMPORTANT TO US

In the course of our normal operations, Baptist Village Baxter gathers extensive information about our clients and residents. This imposes responsibility on our employees and volunteers to ensure that the privacy of confidential information is safeguarded. Specifically, all personnel acting on behalf of BVB are subject to the Privacy Act 1988. This Act lays down strict privacy safeguards which organisations such as BVB must observe when dealing with personal information.

This brochure and associated consent forms are an integral part of our BVB procedures. The brochure is intended to inform our clients of the purposes for which data will be used and the safeguards preventing non-authorized use of, or access to, confidential information.

If you have any privacy concerns, direct them in the first instance to the Manager of the facility or program which is providing the services.

If you fail to gain satisfaction, contact the BVB Operations Manager (contact details shown on back).

LOOKING AFTER YOUR RIGHTS

The Privacy Act prohibits any person from accessing, using or disclosing any personal information in the possession of BVB except when performing their duties of providing care in accordance with the relevant legislation.

Personal information will only be collected where it is necessary for the client's primary purpose for being involved with BVB and where possible, will be collected directly from the client. Reasonable steps will be taken to ensure that all information held by BVB is accurate, complete and up-to-date.

Sensitive information (defined under the Act as health information, religious and political beliefs, sexual activities, professional or trade associations, union membership, criminal record) will only be collected where the individual has consented or collection is either necessary for their well-being or required by law. Always, the client is made aware that information will not be disclosed without their consent, unless required by law.

BVB usually maintains health information on residents and clients as part of our service provision requirements and seeks specific consent from clients to use such information.

ENSURING CONFIDENTIALITY

People using BVB services are assured their confidential personal information will only be used for the purpose for which they have provided it. It will not be provided to any person or agency without the consent of the client or his/her legally designated representative. BVB will only use or disclose a client's personal records when it directly relates to their care or welfare and only then with the consent of the client involved or as required by law.

Information about clients contained in computer files will be stored in a password-protected manner ensuring the information is accessible only to approved personnel.

Where practical, any person has the option of not identifying themselves when they communicate with BVB.

every person cared for, every person valued

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ACCESS TO RECORDS

Authorised staff of BVB may have access to your records for the purpose for which the information was provided, or any purpose allowed by the Privacy Act 1988. No one else, other than the client herself/himself, will be permitted access to records without the consent of the client. Having given consent, the client may withdraw it at any time.

A request to access a client's records must be made in writing, indicating why access is being sought. If granted, this access includes viewing and taking notes, but not copying records, and can only occur with an employee of BVB present.

If the client's medical practitioner and BVB agree that access to clinical records would prejudice the physical or mental health of the client, it may be refused.

YOUR EXPECTATIONS OF BVB

You have a right to expect all BVB employees and volunteers to:

- Be open and honest in our dealings with you.
- Respect your privacy and keep your personal information confidential unless disclosure is authorised by you or by the law.
- Use your personal information only for the primary purpose for which you are involved with BVB.
- Satisfy your right to see and, if appropriate, amend our information about you.
- With your consent, deal with someone else on your behalf.

CONTACTING BVB ABOUT PRIVACY

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