



## APP Privacy Policy

Under the *Privacy Act 1988 (Cth)*, we are required to have an Australian Privacy Principles Privacy Policy dealing with the ways we manage your personal information.

### Why we collect personal information

As an organisation providing aged care services and retirement living, we collect and hold a range of personal information about our clients/residents, our employees and the service providers we engage. We collect this personal information so that we can deliver the best possible care, services and accommodation to our clients/residents in accordance with their needs and preferences and for the purposes of complying with our legal obligations.

### The kinds of personal information we collect and hold

To deliver care and services to our clients/residents and provide accommodation, we collect and hold the following types of information (where relevant):

- Clients' names, addresses and contact details and names and contact details of our client's next of kin and legal representatives
- Clients' dates of birth
- Photographs of clients
- Information about our clients' health and care needs and medical histories as they relate to the care and services we provide
- Details about clients' health insurance providers
- Information about our clients' cultural, religious, linguistic and social needs and preferences
- Information about our clients' interests, hobbies and community activities
- Information about any potential medical, social or workplace risks involved in providing care and services
- Records of our interactions with clients, their representatives and service providers
- Clients' preferences for particular care and services including activities and events
- Information about our clients' income, assets and pension status
- Information about clients' fees and charges and payment history
- Records of entry, discharge and leave arrangements
- Billing details

### How we collect personal information

In most cases, we collect personal information directly from our clients and/or their representatives. However, we also collect information from other sources, such as health care providers and other persons/organisations who provide care and services to our clients as well as the Aged Care Assessment Team and other aged care providers.

We also receive information from government bodies such as the Department of Social Services and Centrelink regarding our clients' eligibility to pay certain fees and charges.

### How we store personal information

The personal information we hold about our clients, employees and service providers is stored in both secure electronic and hard copy formats. Staff providing clients with care and services can review client files in either format.

### Our use of personal information

We use clients' personal information for the primary purposes of providing them with accommodation, care and services. However we also use clients' personal information for other purposes including (but not limited to):

- Complying with our obligations under laws such as the *Aged Care Act 1997 (Cth)* and the *Retirement Villages Act 1986 (Vic)*
- Quality assurance and risk management
- Continuous quality improvement activities

From time to time, we use clients' personal information for the purposes of direct marketing. Clients who do not wish to have their personal information used for this purpose should contact us and tell us.

## Circumstances in which we disclose personal information

With our clients' consent, we disclose relevant personal information about our clients to other persons/organisations involved in providing the client with care and services. This can include, for example, a client's doctor and allied health service providers. For home care clients, it can also include persons such as cleaners, gardeners and maintenance personnel contracted to provide services to the client within their home. From time to time, we may also disclose clients' personal information to third parties including:

- Government agencies where this is necessary for us to receive funding and/or comply with our legal obligations to notify the government and police of certain matters
- Our professional advisers.

## Accessing and correcting your personal information

Except in certain situations, you have the right to access your personal information and ask us to correct it. We will take reasonable steps to update or correct, as soon as possible, any information in our possession that is inaccurate, incomplete, out-of-date, irrelevant or misleading.

We may refuse to grant you access where this is permitted or required by law, for example, where this would have a detrimental impact on the privacy of another person. If we do refuse to grant access, we will give you written reasons.

If you would like to access your personal information, please contact:

Mrs. Kim Ashcroft  
*Executive Manager*  
Baptist Village Baxter  
8 Robinsons Road  
Frankston South  
Victoria 3199  
**Phone:** (03) 5971 1349  
**Email:** [kimashcroft@villagebaxter.com](mailto:kimashcroft@villagebaxter.com)

## Online privacy

We use "cookies" on our website which collect user information and data for statistical and analytic purposes. Cookies are a small file that is placed on your computer by a web server when you access a website; they do not identify the individual user, just the computer.

Cookies are often used on websites. Most internet browsers accept cookies by default. You can control the use of cookies by configuring the preferences and settings in your browser and/or firewall.

## Complaining about a breach of privacy

You have the right to complain if you believe we have breached this policy or your rights under the Australian Privacy Principles. To lodge a complaint, please write to our Complaints Officer using the contact details above.

You can also make a complaint by:

- Using a service improvement form or CCIF available from any reception areas of the Village.
- Telephone one of our Managers 03 59 711 349
- Email one of our Managers (email addresses are on [www.villagebaxter.com](http://www.villagebaxter.com))
- Make an appointment to see a Manager in person

## Our complaints system

We will consider your complaint and respond within a reasonable time.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner.

Further information can be found at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

You can also contact the Aged Care Complaints Scheme in relation to any concerns you have about the care and services we provide:

**Online:** <http://agedcarecomplaints.govspace.gov.au/>

**Phone:** 1800 550 552

The Village Baxter  
8 Robinsons Road  
Frankston South  
VIC 3199