



# KOPWA LIMITED

## PRIVACY POLICY

### POLICY STATEMENTS

KOPWA Ltd respects the rights of its residents under the Privacy Act for the information gathered and used for their accommodation and care.

A range of information is collected, held and used by KOPWA to assist with the provision of accommodation services or care.

Disclosure of information is only as required to provide residents with the care and services needed and can only be done with the resident's consent or under the guidelines of the Privacy Act.

Personal and confidential information is safeguarded by confidentiality agreements and secure storage.

A resident/client can view, alter or correct any information KOPWA holds on them as an individual.

### DEFINITIONS

*Personal information* – Is any information that could be used to identify a resident

*Health information* – Includes any information on a resident's health, disability, use of health services, or other personal information collected from someone when delivering a health service. Health information is often seen as sensitive personal information.

### WHAT INFORMATION DO WE COLLECT?

KOPWA collects personal information necessary for the provision of care and services to residents. It includes information on a resident's health, history, family history, country of birth, languages spoken, emergency contacts, financial situation or current lifestyle.

Information may be collected either verbally or in writing and is collected directly from the individual resident, preferably privately, wherever this can be done reasonably and practically.

## **HOW DO WE USE THE INFORMATION COLLECTED?**

The information collected is used to assess, plan and provide the care or services needed by residents. The care and services may be provided either by the staff of KOPWA or through assistance of other health professionals or service providers such as Doctors, hospitals, pharmacists, nurses, podiatrists, physiotherapists, activities providers. Information will only be disclosed to those professionals and service providers who need to know to be involved in providing care or service to the resident.

Written consent is needed for collection, use and disclosure of client's/resident's personal information. A consent form is provided which we ask residents, prospective residents, or their designated representatives to read, sign and return to either the Facility Manager or the CEO.

## **KEEPING UP TO DATE AND ACCURATE INFORMATION**

All personal information needs to be up to date and accurate so KOPWA can provide the care needed. Client/Residents (or their representatives) are asked to make sure the information they give to KOPWA is complete and accurate and kept up to date by letting us know of any changes as soon as possible. KOPWA will update information when it is received.

To assist in keeping information up to date KOPWA may undertake regular reviews which seek to confirm the accuracy and currency of the information provided.

## **SECURITY OF INFORMATION AND IDENTIFIERS**

Written information will be kept in locked cabinets or electronically and password protected. Government identifiers such as Medicare numbers are not used as KOPWA identifiers.

## **CONFIDENTIALITY AGREEMENT**

All staff currently employed by KOPWA Ltd are to read:

- Privacy Policy
- Consent Form to collect, use, hold and disclose Personal Information of Clients/Residents for the Purpose of Providing Residential Aged Care,

And sign the *Confidentiality Agreement*.

Ratified by Board 9 September 2003