



## PRIVACY STATEMENT

We are committed to respecting the privacy and confidentiality of residents' and staff personal information in accordance with relevant Commonwealth and Victorian state legislation.

The Commonwealth Privacy Act 1988 was amended in 2013 and 2014, finally taking effect on 12 March 2014 - refer:

- **Privacy Amendment [Enhancing Privacy Protection] Act 2013**
- **Privacy Regulation 2013.**

The **Australian Privacy Principles [APP]** regulate the handling of personal information by Australian government agencies and some private sector organisations.

The thirteen [13] Australian Privacy Principles are contained in **Schedule 1** of the **Privacy Act 1988**.

They cover -

- the collection, use, disclosure and storage of personal information.

They allow -

- individuals to access their personal information and have it corrected if it is incorrect.

There are also separate Principles that deal with the use and disclosure of personal information for the purpose of direct marketing [APP 7], cross-border disclosure of personal information [APP 8] and the adoption, use and disclosure of government related identifiers [APP 9].

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Apart from applying to Government agencies and private sector organisations with annual turnover of \$3 million or more, they also apply to private sector organisations with an annual turnover of less than \$3 million, such as health service providers. Providers of residential aged care services are classed as 'health service providers' for the purpose of the Principles.

Consequently, the amended Privacy Act and Australian Privacy Principles establish the benchmark for dealing with personal information, and are reflected in relevant policies, protocols and practices of **TriMor Aged Services Pty Ltd** (refer Appendix [4]). The highest standard of confidentiality and security is maintained with all personal information provided to and held by TriMor Aged Services Pty Ltd.

### Residents

Residents' personal information, which might be provided to and held by **TriMor Aged Services Pty Ltd**, includes biographical information, details



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on their personal & medical history, date and place of birth, next of kin, medical records and financial details. This information is used to -

- assess residents' applications for residency;
- assess residents' level of care appropriate to their needs;
- assist in the assessment of residents' financial status and therefore, the fees, accommodation cost, and other charges payable; and
- assist in determining the level of funding the company is entitled to receive from the Commonwealth government for residents.

**TriMor Aged Services Pty Ltd** is obligated to disclose this personal information to the Commonwealth government or its agencies. Such disclosure will be in accordance with relevant legislative provisions, including **The Aged Care Act 1997** and its associated **Principles**, and solely for the purpose of informing decisions on funding or medical care. The Commonwealth government and its departments and agencies is subject to privacy laws and relevant internal protocols to ensure the confidentiality of personal information.

Personal details may also be disclosed to external health care providers for the sole purpose of ensuring provision of appropriate care and services in accordance with residents' assessed needs.

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### Staff

Personal information on staff which might be provided to and held by **TriMor Aged Services Pty Ltd** is maintained with the strictest confidentiality and not disclosed to third parties unless required by law.

Management is responsible for ensuring that the company's systems, procedures and practices are effective in protecting the privacy and confidentiality of personal information in accordance with the Act and Australian Privacy Principles.

Under certain circumstances the Act provides for access to, and correction of personal information held. Requests must be made in writing to the authorised Officers of **TriMor Aged Services Pty Ltd** on the **Contact Page**, and will be responded to within ten [10] working days, or in some instances within shorter timelines.

Any concerns that private information may have been handled inappropriately should be addressed through our Comments and Complaints System, or alternatively to:



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- Office of the Australian Information Commissioner  
⇒ <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>
- Aged Care Complaints Scheme  
Aged Care Complaints Commissioner  
⇒ 1800 550 552

TriMor Aged Services Pty Ltd views any breaches of its privacy policy with grave concern. Consequently, all verbal or written complaints will be taken very seriously and addressed promptly.