



Glenella Care
35 Davey Street
Glenella, Mackay QLD 4740

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nacc@northviewagedcare.com.au

Privacy Statement for Residents

As an aged care service Glenella Care collects a range of personal/health information according to the Aged Care Act 1997 which is used to ensure the appropriate level of care and service is provided to residents. The National Privacy Principles and provide guidance for our systems to safeguard this information. Glenella Care is bound to protecting your privacy and to ensuring we can provide the best possible care and service.

We are committed to ensuring the privacy of your personal information and the implementation of systems for responsible handling of personal information. Systems are in place to ensure residents personal information and other confidential information related to the management of the organization is safeguarded against loss, unauthorised access, modification or disclosure.

This statement should be read in conjunction with our Privacy policy and procedures, and is available on our website and at our facility and before we start providing services to you.

Collection of Information:

We collect personal information about individuals directly from the individual or their legal representative/s. We will only collect information for the purpose that relates directly to our functions and activities as an aged care provider. The information requested is relevant to providing the care and services you need.

Use and Disclosure:

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly relates to our functions or activities as an aged care provider or otherwise permitted at law. Please refer to our Policy and procedure for more detailed information.

Access and Correction of information:

Refer to our Privacy Policy and procedure

Overseas recipients:

We will not disclose your information to overseas recipients. If we do, we will take steps that are reasonable in the circumstances to ensure that the overseas recipient does not breach the the Australian privacy principles.

The Director of Nursing or her representative will assist you with your right to access your personal information or complain about a situation where you believe your personal information has been inappropriately handled and any questions you may have related to privacy of personal information. Please contact the Director of Nursing on (07) 4968 0800 if you have any questions, concerns or requests. The Director of Nursing will inform you of any documentation requirements associated with your concern or request and promptly deal with such matters.

Consent

I acknowledge that personal health information collection is required for the purposes outlined above and will only be disclosed to third parties required by law. I understand that this consent only applies to how my personal/health information is handled, not my medical/dental treatment.

Signed: _____
«ResName» / «NOKName»

Record»

Resident / Resident Representative

Date: 30/06/2014

«NOKRelationship»

«Next

Relationship