



APP Privacy Policy

1. Objective

This policy is intended to clearly express the strategy of Christian Homes Tasmania Inc on the privacy of personal information and to provide an understanding of the compliance and contractual aspects of information flow.

2. Scope

This policy applies to the management and staff of Christian Homes Tasmania Inc in respect to our previous, current and prospective residents, previous, current and prospective clients and in respect to our previous, current and prospective staff. All contractors and suppliers to Christian Homes Tasmania Inc are required to comply with this policy.

3. Context

Christian Homes Tasmania Inc is committed to compliance with legislative and regulatory requirements that may impact on the Association. Changes to the Privacy Act and the Aged Care Act came into force in March 2014 requiring the Association to amend existing policies and procedures.

4. Policy statement

Christian Homes Tasmania Inc will protect the privacy of all personal information collected from our service users, prospective service users and employees and we will comply with the Australian Privacy Principles and Guidelines.

5. Definitions

Personal information has the same meaning as in the Privacy Act 1988 (Cth). It includes information or an opinion about an identified person, or a person who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

You or your, where ever it appears means an individual service user, a prospective service user or an employee

6. Guidelines

a) The reason for the collection of personal information

Christian Homes Tasmania Inc collect and hold personal information about our service users, prospective service users and employees; that personal information will only be used for the purposes we have collected it or as the law allows it to be used.

We will treat your personal information confidentially and ensure it is protected.



Christian Homes Tasmania Inc collects personal information to enable us to:

- Provide quality aged care services;
- Administer the aged care services we provide;
- Develop our aged care services;
- Assist doctors, nursing staff, care staff and other health professionals in providing aged and health care to you;
- Undertake our administrative requirements, including the requirements of (but not limited to) our insurers, legal representatives and government departments;
- Perform quality reviews, clinical audits, service monitoring, planning and accreditation activities;
- Service marketing; and
- Manage our relationship with you.

b) The way we collect personal information

Christian Homes Tasmania Inc will collect our service user's personal information directly from you, your family or your authorised representative (where practical to do so) before, during and after taking up residency. We may also collect personal information about you from health care providers, pharmacies, government departments/agencies and third parties who provide services to you.

Christian Homes Tasmania Inc will collect our employee's personal information directly from the employee prior to and during employment. We may also collect personal information about you from previous employers and third parties who have provided services to you.

c) The disclosure of personal information

Christian Homes Tasmania Inc is committed to providing a quality aged care service to our service users and to be an employer of choice for our employees. To enable us to meet this commitment there will be occasions when we will need to disclose personal information about you to outside parties. The outside parties may be:

- A medical practitioner or other health care provider;
- Your authorised representative;
- Government departments or government agencies;
- Our service contractors;
- An entity that has an interest in our business.

Prior to disclosing any of your personal information to another person or organisation, we will take all reasonable steps to ensure that you have consented to the disclosure and, the person or organisation to which the personal information will be disclosed will protect your personal information.



Christian Homes Tasmania Inc uses cloud storage to store personal information we hold about you. The cloud storage and the IT servers may be located outside of Australia. We may disclose personal information about you to overseas entities that provide services/functions to us.

d) Marketing

Christian Homes Tasmania Inc may on occasions use your personal information to provide you with material about the services we offer, things you may find of interest and changes to our organisation.

If you do not wish to receive this information, you may at any time advise us to discontinue sending you this type of information by writing to us at PO Box 1 Kingston Tasmania or alternatively telephoning us on 0239 3514. We will meet your request at the earliest opportunity.

e) Updating your personal information

Christian Homes Tasmania Inc will make every effort to keep your personal information correct and current. If there is any change in your personal information, please inform us of the change and we will amend our records. To a substantial degree, we rely on you to advise us of changes to your personal information.

If you believe there is an error in your personal information, please inform us of the error and we will review the personal information in consultation with you and if necessary amend the record.

If you wish to advise us of any changes or errors, please do so through the manager responsible for the services provided to you:

Hawthorn Village Residential Aged Care Facility, Manager – Kate Buckland;

Snug Village Residential Aged Care Facility, Manager – Marc Van Impe;

Retirement Villages, Manager – Paul Byers;

Business Services, Manager – Jes Kenth.

f) Access to your personal information

Christian Homes Tasmania Inc will give you access to your personal information upon receipt of a request. Where we provide access, we reserve the right to charge a reasonable fee to cover our costs of retrieving and supplying the information to you. Any such fee will be assessed on a case by case basis.

If you request access to your personal information, depending on the type of request, we will attempt to respond to you straight away. If that is not possible, we will strive to respond to your request within five administrative working days.



There may be a circumstance where we are not required to respond to your request. Such circumstances could be if the information relates to existing or anticipated legal proceedings or alternatively, if your request is vexatious. If we decide not to give you access to your personal information, we will provide you with written reasons for that decision.

g) Government identifiers

Christian Homes Tasmania Inc may only use government related identifiers (e.g. Medicare number or tax file number) for verification purposes, or otherwise as permitted by the Privacy Act. We will not use a government related identifier to identify your records or to identify you.

h) Complaints

Christian Homes Tasmania Inc has instituted a specific process for dealing with complaints about how we have dealt with your personal information.

If you have a complaint about how we have managed your personal information or about our compliance with the Privacy Act, you may contact our Chief Executive Officer by telephone on 03 6239 3514, via email to ptargett@christianhomes.org.au or by post to PO Box 1, Kingston, Tasmania, 7051.

If you make a complaint, we will acknowledge it within five administrative working days. We will provide you with the outcome of your complaint within twenty administrative working days.

If you are not satisfied with the actions or decision of Christian Homes Tasmania Inc in response to your complaint, you may make a further complaint to the Privacy Commissioner. The Privacy Commissioner can be contacted through the Office of the Australian Information Commissioner by telephoning 1300 363 992 or through their website on www.oaic.gov.au.

i) Updates to this Privacy Policy

Christian Homes Tasmania Inc may update this policy from time to time at our discretion. Any variations to the policy will come into effect from the time an updated version is posted on our website and we notify our service users and employees.

This AAP Privacy Policy and guidelines implements the changes to the Privacy Act which come into effect on 14th March 2014.