

PRIVACY STATEMENT

Family Quality Care is committed to providing quality services and respecting your rights. Your right to privacy and confidentiality will be recognised, respected, and protected in all aspects of your contact with us. This statement outlines our ongoing obligations to you concerning how we manage your Personal Information. Family Quality Care complies with the Privacy Act 1988 (Cth) requirements.

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

Personal Information is information or an opinion that identifies an individual. It includes Health Information, which is information about an individual's physical or mental health or disability.

Examples of Personal Information we collect include names, addresses, email addresses and phone numbers.

We collect your Personal Information in many ways, including interviews, correspondence, by telephone, email, via our website, from other publicly available sources and third parties.

(Note: Personal Information includes information recorded in a visual or audio format, such as photos, videos, and sound recordings.)

Family Quality Care will only request and retain Personal Information that is necessary to:

- Assess your eligibility for support.
- Provide safe and responsive support.
- Monitor the supports provided.
- Fulfil contractual and other requirements to provide government agencies with non-identifying data and statistical information.

When we collect personal information, we explain why and how we plan to use it.

THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, we may be provided information by third parties (such as other disability services). In such cases, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

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DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information will only be disclosed:

- to prevent or lessen a serious and imminent threat to the life or health of you or another person;
- to outside agencies with your or your representative's permission;
- with written consent from a person with lawful authority; or
- when required by law or to fulfil legislative obligations such as mandatory reporting.

SECURITY AND DESTRUCTION OF PERSONAL INFORMATION

Your Personal and Health Information will be stored in a manner that reasonably protects it from misuse and loss and unauthorised access, modification or disclosure.

When your Personal and Health Information is no longer needed for the purpose, it was obtained, we will take reasonable steps to destroy or permanently de-identify it.

We will retain and dispose of your Personal and Health Information in accordance with our *Privacy and Confidentiality Policy and Procedure*.

ACCESS TO YOUR PERSONAL INFORMATION

Subject to certain exceptions, you may access the Personal or Health Information we hold about you to update or correct it. If you wish to access your personal or health information, please contact a staff member.

We may require your identification before releasing the requested information to protect your Personal or Health Information.

You have the right to:

- Request access to the personal information we hold about you;
- Access this information, and
- Make corrections if you consider the information inaccurate, incomplete or outdated.

However, access may be denied in part or in total where:

- The request is frivolous or vexatious
- Providing access would have an unreasonable impact on the privacy of other individuals
- Providing access would be likely to prejudice an investigation of possible unlawful activity
- Providing access would pose a serious and imminent threat to the life or health of any individual
- Denying access is required or authorised by or under law

We aim to address all requests to access or correct information within two (2) working days. We will not charge any fee for your access request, but we may charge an administrative fee

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for providing a copy of your information.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is important to us that your information is up to date. We will take all reasonable steps to ensure that your Personal Information is accurate and complete. If you find that the information we have is not up to date or inaccurate, please advise us as soon as practicable so we can update our records and continue to provide quality services to you.

COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about this Privacy Statement, please contact Family Quality Care:

- by email to: management@familyqualitycare.com.au
- by phone on 0455255577 or 0455255578
- in writing to: PO BOX 99 OAK FLATS NSW 2529

Alternatively, you can speak directly to the Tara Leslie or Julianne Kiffen (Co-Directors) who will record your enquiry or complaint and ensure it is followed up on.

All feedback and complaints regarding privacy will be dealt with in accordance with our *Feedback and Complaints Policy and Procedure* [or equivalent].

SUPPORTING DOCUMENTS

Documents relevant to this policy:

- *Participant Rights and Responsibilities Policy and Procedure* [or equivalent].
- *Records and Information Management Policy and Procedure* [or equivalent].
- *Privacy and Confidentiality Policy and Procedure* [or equivalent].
- *Feedback and Complaints Policy and Procedure* [or equivalent].

MONITORING AND REVIEW

This Privacy Statement, along with Family Quality Care's *Privacy and Confidentiality* [or equivalent] and *Records and Information Management* [or equivalent] policies and procedures, will be formally reviewed at least annually. Formal reviews will include feedback from participants, staff, and other stakeholders.