

## **Our organisations identity and contact details:**

Able To Wellbeing (We) (ABN: 85 523 328 276) is a health care provider. We may be required to collect, store, use and disclose personal information for the purposes of providing health care.

We understand that as a health care provider, we are often working with health information about our participants and clients, and we understand that health information is sensitive in nature and needs to be treated carefully.

A copy of the Privacy Policy can be found on our website [www.abletowellbeing.com](http://www.abletowellbeing.com) . If you would like further information you can contact us via email [info@abletowellbeing.com](mailto:info@abletowellbeing.com) .

## **How do we protect your information:**

We have processes and systems in place to ensure the safety and security of your information. Steps include:

- Access and release of information is only on a need-to-know basis and to those people authorised.
- Hardcopy information is stored in a locked area.
- Electronic information is stored securely on an electronic system which is password protected.

We take reasonable steps to ensure the safety and security of your information, including to ensure it is not misused or lost, disclosed without your consent or accessed by an unauthorised person.

Should there be unauthorised access to your data, data lost or disclosed without your consent or information misused, we will notify you as soon as reasonable practicable where it is likely to result in serious harm to you.

## **Authority by Law:**

Able To Wellbeing is bound by the *Privacy Act 1988 (Commonwealth)* and the *Australian Privacy Principles*. These regulate how organisations and agencies collect, use, disclose, and store personal information.

We are also bound by the requirements set out in the *National Disability Insurance Scheme Act 2013 (Commonwealth)*.

For potential contractors and employees, we are required to collection information from you in order for you to be able to deliver services to our participants/clients. This may include information that confirms your identity, qualifications, licences, referees, compliances (police checks, NDIS worker screening, Blue Card), employment history and any other information required in order to be able to complete work for Able To Wellbeing.

## **Types of personal and health information we collect (purposes of collection) and who information is disclosed to:**

In order to be able to provide a high quality and safe service, we are required to collect information from you. The types of information we collect will vary depending on the services we provide to you and the relationship we have with you. Some examples are listed below, but are not limited to this list:

- Details of any other health professionals who may be providing you with a service such as your general practitioner, specialists and allied health professionals.
- Information from the government which may identify you for the purposes of the funding you receive, mainly National Disability Insurance Agency and National Disability Insurance Scheme.
- Details that assist in identifying you such as your name, age, date of birth and gender
- Contact information such as your name, address, phone number, email, guardian and next of kin or representative details.
- Health information which may include your medications, health history, family medical history, reports from other health professionals including pathology results and imaging results, appointment details, prescriptions, dental records, notes regarding your medical diagnosis or history including mental health or disability, observations made by staff.
- Information which will assist in claiming payment through the relevant funding body
- Information regarding the supports you receive, or need to receive.
- Bank account details.
- Undertaking compliance or auditing activities.
- Information regarding feedback (complaints or compliments).

We may also contract out some of our services and where this occurs, we will be required to collect information from contractors to assist in meeting our obligations. This information may include:

- Contractors contact information such as business name, ABN, phone, address, email
- Mandatory compliance information such as blue card, police check, qualifications, licenses, insurance, NDIS worker screening.
- Information that is not mandatory for compliance such as additional qualifications, quality standards information, policies and procedures.
- Pricing information specific to our business and service delivery.
- Information which will assist in claiming payment through the relevant funding body
- Health information such as vaccination status.
- Undertaking compliance or auditing activities.
- Information regarding feedback (complaints or compliments).

We may also employ staff to deliver services and where this occurs, we will be required to collect information from employees to assist in meeting our obligations. This information may include:

- Contact details such as name, phone, email, next of kin or emergency contact, address details.
- Mandatory compliance information such as blue card, police check, qualifications, licenses, insurance, NDIS worker screen.
- Health information such as vaccination status and health information.
- Resume, job application and referee information.
- Bank account details.
- Employee records.

### **How information is used and disclosed:**

We may collect, hold, use and disclose personal and health information which enables us to deliver safe and quality care. Information is only used or disclosed for the primary purposes with which it was collected for. Examples of how it may be used or disclosed include, but are not limited to:

- Accessing and reading a participant/client's medical file.
- Determining treatment based on a participant/client's health information.
- Passing information from our organisation to another organisation, for example, we may share information with other service providers or health care practitioners involved in your care.
- To organise payment for the delivery of services with the relevant funding body or organisation/individual responsible for making payment.
- Communicating with participant/client or representatives.
- Reporting of information which is de-identified.
- Sharing information with government and non-government organisations relating to your care such as the National Disability Insurance Scheme and National Disability Insurance Agency or other community organisations.
- To family members, representative/s, friends, next of kin, emergency contact, enduring power of attorney, emergency services including police.
- Any other party that you consent or request us to share information with.
- Searching electronic records for a participant/client's health information.

For contractors, information may be used or disclosed for the purposes of ensuring the delivery of care, compliances, reporting and in order to make and receive payment for services.

For employees, information is used for the purposes of commencing and maintaining employment such as:

- Making payments for work completed.
- Training and compliances.
- Staff safety and wellbeing including in emergencies.

Information may be used or disclosed for secondary purposes if the below applies:

- The participant/client would reasonably expect us to use or disclose the information for that purpose, and
- The purpose is directly related to the primary purpose of collection.
- Where the participant/client has provided us with consent to share information.

## **Instances where you may not be aware of the collection of information:**

There may be instances that information is collected without your consent such as:

- We are required to or authorised by or under an Australian law or a court/tribunal order.
- Where there is a serious threat, and it is unreasonable or impracticable to obtain consent to the collection, and we reasonably believe the collection is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- When providing a health service and the information is necessary to provide a health service to a participant/client, and either:
  - The collection is required or authorised by or under an Australian law, or
  - It is collected in accordance with rules established by competent health or medical bodies that deal with obligations of professional confidentiality which are binding on us.
- In order to undertake a medical history, we can collect information from a participant/client about another individual, without that individual's consent where:
  - It is part of the participant/client's family, social or medical history, and
  - That history is necessary to provide a health service to that participant/client.
- To conduct research, compiling or analysis statistics, management, funding or monitoring of a health service. For example, the collection is necessary for research or statistical activities relevant to public health or public safety, or for the management, funding or monitoring of a health service. Where information is collected under this circumstance and we want to disclose the information, we will take reasonable steps to de-identify the information before disclosing it.
- Taking appropriate action in relation to suspected unlawful activity or serious misconduct.
- Locating a person reported as missing.
- Where it is reasonably necessary for establishing, exercising or defending a legal or equitable claim, or for a confidential alternative dispute resolution process.

## **What are the consequences if we do not collect information from you:**

Where personal or health information is not provided to us, we may be unable to provide services to you, or where you are a contractor, we may not be able to engage you as a contract. For potential employees, we may not be able to engage you as an employee.

## **Incorrect data collection:**

If you believe that the data we have collected about you is incorrect, outdated, incomplete, irrelevant or misleading, please contact us so your information can be updated. You will

need to contact us in writing by emailing [info@abletowellbeing.com](mailto:info@abletowellbeing.com) and outline your request for the information to be corrected. Our aim is to ensure that the information we hold about you is accurate and complete.

We will process your request within 30 days. You may also request that we pass onto other agencies the need to update your data as requested.

If we are not in agreeance with changing your data, we will provide you with written notice of the decision and outline why the request was refused. You are able to lodge a complaint to have this further investigated. How to lodge a complaint is discussed further on in this policy.

### **Access to your information:**

You are able to make a request to access your personal and health information that is held by us. This needs to be done in writing and by completing the 'right to information request' form. This needs to be emailed to [info@abletowellbeing.com](mailto:info@abletowellbeing.com). You may be charged a reasonable cost for actioning your request, and the cost will be made known to you prior to processing your request so you are aware of the costs. In order to access information, you will be required to provide proof of identity and you must either be the participant/client making the request, or the person making the request must be a representative or authorised by the participant/client to make the request. This ensures we are only sharing information with authorised people.

### **How to complain:**

If at any time you believe we have breached this Privacy Policy, please inform us in writing by lodging a complaint to [info@abletowellbeing.com](mailto:info@abletowellbeing.com). We aim to acknowledge your complaint within seven (7) days of it being lodged, and to finalise an outcome within 30 days of the submission of the complaint.

If you are unhappy with our response, we encourage you to lodge a written complaint to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner is independent to Able To Wellbeing and is the regulatory agency on privacy matters. To make a complaint with the Office of the Australian Information Commissioner, please visit <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

### **Where you are likely to disclose health information overseas (and if so, where):**

It is not our intent to share your data with overseas organisations. However, we are unable to control if other organisations, such as those we may contract to, share information outside of Australia. We expect that where information is shared with another organisation, that the organisation the information is shared with take all reasonable steps to ensure the overseas receiver of information complies with Australian laws and the Privacy Principles, and that they do not breach this. Our contracts with other providers will stipulate the same.