



Privacy and Confidentiality Policy Guideline

Summary

Abilifly Support Services (ABILIFLY SUPPORT SERVICES) is committed to safeguarding the confidentiality of any personal or health information of individuals by:

Creating procedures that protect privacy with regards to the collection, storage, and disclosure of personal information; and, complying with the Australian privacy policy principals and the privacy act 1988 (Cth) (The Privacy act).

Who should read these documents?

This policy applies to the personal information of all Abilifly Support Services' members, volunteers, employees, clients/beneficiaries, donors, Business Partners, and online users collected or held by Abilifly Support Services.

The meaning of Terms and words used in this document (Optional)

Personal information means information or an opinion (Including information or an opinion forming part of a database), whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Health information is information or an opinion about:

- The physical, Mental or Psychological health (at any time) of an individual
- A disability (at any time) of an individual
- An individual's expressed wishes about the future provisions of health services to him or her
- A health services that is provided or to be provided to an individual
- Other personal information about an individual collected in connection with the donation or intended donation by the individual of his or her body parts, organs, or body substances
- Other personal information that is genetic information about an individual in a form which is or could be predictive of the health (at any time) of the individual or of any of his or her decedents

Health services means an activity performed in relation to an individual that is intended or claimed (expressly or otherwise) by the individual or the person performing it.

- To assess, record, maintain or improve the individual's health; or
- To diagnose the individual's illness or disability; or
- To treat the individual's illness or disability or suspected illness or disability; or
- The dispensing of a prescription drug or medical preparation by a pharmacist

Sensitive information means information or an opinion about an individual's.

- Racial or ethnic origin.
- Political opinion or membership of a political association.

- Religious beliefs or affiliations.
- Philosophical beliefs
- Membership of a professional trade association
- Membership of a trade union
- Sexual preferences or practices
- Criminal records
- Health, genetic, biometric information, or biometric templates

Online users refer to anyone who accesses the Abilify Support Services Website:
www.Abilify.com.au

The website means the Abilify Support Services website: www.Abilify.com.au

What is Our Aim?

Abilify Support Services is a for profit organisation operating in the Far North Queensland (Cairns). Our innovative care and support services deliver meaningful outcomes for children, young people, families, and communities, promoting rights and valuing relationships.

Abilify Support Services Provides services in the disability, in home care sector. Abilify Support Services engages volunteers, employees, and contractors.

Policy Guideline

The privacy policy sets out how we comply with our obligations under the privacy act. We are bound by the Australian Privacy Principles in the Privacy act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access, and correct personal information held by them.

Objectives

- To ensure information is received, recorded, and accessed and stored appropriately to maintain confidentiality.
- To remain compliant with.
 - The Privacy act 1988(Cth) (as amended).
 - All other relevant legislation.
 - Obligation imposed by government body funding agreements as well as accreditation and licensing standards; and
 - Any other Abilify Support Services polices, and procedures related to the collection, storage, or other use of personal information.
- To ensure that all individuals are aware if their rights in regard to privacy and confidentiality and are aware of the means to access or amend private information held about them; and
- To ensure that any personal information collected is directly related to Abilify support services' service functions or activities.

Guiding Principles

- Abilifly Support Services believes that individuals and communities have a right to privacy, dignity and confidentiality. This right will be upheld at all times through practices of sharing and providing information in a discrete manner and on a need to know basis;
- Abilifly Support Services will be guided by the Australian privacy principles at all times.
- Where Abilifly Support Services operates databases or information systems, the relevant policies and procedures are to be followed for the appropriate use of personal information within these systems.
- Abilifly Support Services aim to create a workplace which is respectful, ethical and professional in all matters pertaining to confidential or private information held about an individual

Policy Commitments

- Abilifly Support Services will make available to individuals, information about privacy rights and how to access or amend their personal information.
- Abilifly Support Services will ensure it appoints a privacy officer as a central contact point for any individual requiring information or wanting to contact Abilifly Support Services about a privacy matter
- Abilifly Support Services will take steps to ensure that in a reasonable circumstance the privacy policy is available free of charge and in an appropriate form.

Performance Indicators

- Zero instances of a breach of confidentiality relating to personal information, health information or sensitive information,
- 100% of personnel, contractor, volunteer, or carer files to hold a signed confidentiality agreement and a completed privacy checklist (where applicable)

Collection of personal and sensitive information

Personal and/or sensitive information collected by Abilifly Support Services from clients/beneficiaries, business partners, Abilifly Support Services people and online users is personal information and/or sensitive information and as such falls under this policy

Abilifly Support Services' services can be accessed on an anonymous basis or using a pseudonym if requested. If this is possible and lawful, we will take all reasonable steps to comply with your request. However, we may not be able to provide the services in question if we are not provided with the personal information requested, or it is impractical to deal with individuals who have not identified themselves or use a pseudonym.

Abilifly Support Services website may from time to time contain links to other websites. When an Online user accesses a website that is not Abilifly Support Services' website, it may have a different privacy policy.

How We Collect Information

Where possible, we collect your personal information and sensitive information directly from you. We collect information through various means. We will not collect information unless it is necessary for the functions or activities of Abilifly Support Services.

If you do not want to disclose information that we have requested, please raise this with us.

There are situations where we may also obtain personal information about you from a third-party source. If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purpose for which we are collecting your personal information and the organisations to which we may disclose your information, subject to any exceptions under the Privacy Act.

Health Information

As necessary to administer Abilify Support Services and functions, Abilify Support Services may collect Health information relating solely to the members of the organisation or to individuals who have regular contact with the organisation in connection with its activities. When collecting health information from you, as this is sensitive information, Abilify Support Services will obtain your consent to such collection and explain how this information will be used and disclosed.

If Health information is collected from a third-party, Abilify Support Services will inform you that this information has been collected and will explain how this information will be used and disclosed.

Abilify Support Services will not use Health information beyond the consent provided by you unless your further consent is obtained or in accordance with one of the exceptions under the Privacy Act or in compliance with another law. If Abilify Support Services uses your Health information for research or statistical purposes, it will be de-identified if practicable to do so.

Use and Disclosure of Personal Information

We only use Personal Information for the purposes for which it is given to us, or for the purpose which are related to one of our functions or activities. Personal Information will not be disclosed for marketing purposes.

For the purposes referred to in this Privacy Policy (Discussed about under “Collection of Personal Sensitive Information”), we may also disclose your personal information to other external organisations including:

- Government departments/agencies who provide funding for Abilify Support Services
- Contractors who manage some of the services we offer, in such circumstances, steps are taken to ensure that the contactors comply with the APPs when they handle personal information and are only authorised to use personal information to deliver the services or perform functions required by Abilify Support Services
- Doctors and health care professionals, who assist us to deliver our services, other regulatory bodies, such as Workcover/work safe and
- Our professional advisors, including our accountants, auditors, and lawyers.
- Except as set out above, Abilify Support Services will not disclose an individual’s personal information to a third-party unless one of the following applies
 - ✓ The individual has consented
 - ✓ The individual would reasonably expect us to use the information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – Directly related to the purpose for which it was collected)
 - ✓ It is otherwise required or authorised by law
 - ✓ It will prevent or lessen a serious threat to somebody’s life, health, or safety or to the public health or safety
 - ✓ It is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities

- ✓ It is reasonably necessary to assist in locating a missing person
- ✓ It is reasonably necessary to establish, exercise or defend a claim at law
- ✓ It is reasonably necessary for a confidential dispute resolution process
- ✓ It is necessary for the managements, funding or monitoring of a health service relevant to public health or public safety.
- ✓ It is necessary for research or the compilation or analysis of statistics relevant to public health or public safety
- ✓ It is reasonably necessary for the enforcement of a law conducted by an enforcement body, in this case Abilifly Support Services
- ✓ Will make a written note if disclosure
- ✓ A permitted general situation exists, as defined in s 16A of the Privacy Amendment (enhancing Personal Privacy)
- ✓ A permitted health situation exists as outlined by s 16B of the Privacy Amendment (Enhancing Personal Privacy) Act 2012.

We do not send personal information out of Australia. If we are legally required to send information overseas we will take all reasonable measures to protect your personal information by gaining your consent to the disclosure, or ensuring that the country of destination has similar protections in relation to privacy, and does not breach the Australian Privacy Principles, or that we enter into contractual arrangements with the recipient of your personal information is required by authorised under the international agreement to which Australia is a party to, or if it is reasonably necessary by an enforcement body it may be shared.

Security of personal information and sensitive information

Abilifly Support Services takes reasonable steps to protect the personal information and sensitive information we hold against misuse, interference, loss, unauthorised access, modification, and disclosure.

Those Steps include password protection for accessing our electronic IT systems, securing paper files in locked cabinets, and applying physical access restrictions. Only authorised personnel are permitted to access our systems and controlled premises. When personal information is no longer required, it is destroyed in a secure manner, or will be deidentified.

Access to and correction of personal information

If an individual requests access to the personal information we hold about them, or seeks to change personal information, upon this request we will give the individual access, unless;

- The request does not relate to the personal information of the person making the request
- The request would have unreasonable impact on the Privacy of other individuals
- Providing access would pose a serious threat to the life, health, or safety of a person or to public health or public safety
- Providing access would create an unreasonable impact on the privacy of others
- The request is frivolous and vexatious
- The request relates to existing an anticipated legal proceeding; providing access would prejudice negotiations with the individuals making the request
- Access would be unlawful
- Denial of access is authorised or required by law
- Access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of the Abilifly Support Services
- Access discloses a 'commercially sensitive' decision making process or information or
- Any other reason that is provided for the APPs or in the Privacy Act

Requests for access and /or correction should be made to the privacy officer. For security reasons, any request must be made in writing with proof of identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of other persons is preserved.

In the first instance, Abilify Support Services will assume (unless otherwise informed) that any request relates to current records. These current records will include personal information which is included in Abilify Support Services database and in paper files which may be used on a day-to-day basis.

We will take all reasonable steps to provide access to the information requested with 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.

We will provide access by allowing you to inspect, take notes or print outs of personal information that we held about you.

Abilify Support Services may charge you reasonable fees to reimburse us for the costs we incur relating to your request for access to information, including in relation to photocopying and delivering cost of information stored off site. For current fees, please contact the privacy officer.

If we deny access to information, we will set out our reason for denying access in writing. Where there is a dispute about the right access information or forms of access, this will be dealt with in accordance with the Abilify Support Services complaints procedure. More information about this process can be obtained from the privacy officer.

If an individual can establish that personal information Abilify Support Services holds about him/her is not accurate, complete, or up to date, Abilify Support Services will take reasonable steps to correct our records unless it is impractical or unlawful to do so. In the event a request for change is refused by Abilify Support Services will set out, in writing, the reasons for refusal and the mechanism by which you can complain. We will not charge individual for making the request or correcting the information.

Complaints Procedure

If you have a complaint about Abilify Support Services' Privacy practices or our handling of your personal information or sensitive information, you may notify our HR Officer.

All efforts will be made to address complaints and achieve an effective resolution of your complaint within a reasonable timeframe. In most cases this will be 30 days or as soon as practicable. However, if the matter is complex, the resolution of the complaint may take longer.

All complaints and outcomes will be recorded.

In the event that an anonymous complaint is received we will note the issue raised and where appropriate, investigate and resolve the appropriately.

Changes to this Privacy Policy

Abilify Support Services will review, amend and/or update this policy from time to time as appropriate.

How to Contact us:

Individuals can obtain further information, make a request in relation to this Privacy Policy, or Provide any comments, by contacting:

The Privacy Officer

Abilify Support Services

PO Box 455

Trinity Beach, Queensland 4879

Phone: 07 4031 2240

Or

Email: Management@abilify.com.au

Print Name:..... Signature:.....

Date:.....