

REF NO: S 1.18	PRIVACY POLICY
---------------------------------	-----------------------

Target group/Applies to: This policy applies to Anowah Community Living Ltd (Anowah). All Anowah members, volunteers, workers, clients, donors, businesses and online users are required to uphold this policy.	Version 1.1 Review Cycle: Every 3 years
---	--

Purpose

- Anowah provides services to people with intellectual and other disabilities with NDIS funding. Anowah assists clients with activities of daily living, practical skills (e.g. cooking and managing money), and to achieve authentic social inclusion within their community.
- We know that privacy is important to you. You can be confident that we will manage your personal information in accordance with Australian privacy laws.

POLICY

Our approach to privacy

- If you are our client, we collect personal information about you (including information about your health) to provide you with our services. We collect personal information from you and from your carer or guardian.
- If you choose to participate in a research project, we may also collect personal information about you (including information about your health).
- If you are a member, volunteer or worker of Anowah, we collect personal information about you (including your contact details) for our list of current members and personnel files (respectively).
- If you are our client, we may share your personal information with other parties, including:
 - government departments/agencies who provide funding;
 - doctors and health care professionals, who help us to deliver our services;
 - other regulatory bodies e.g. NSW WorkCover; and
 - our professional advisors, including our accountants, auditors, lawyers and third party verifiers.
- We take steps to keep your personal information secure and we treat it with respect and care.
- **We have a data Response Plan to deal with any loss or breach of personal information**

- We generally do not share personal information with anyone overseas.
- You can contact us if you have questions or concerns about your privacy or to access or correct your personal information.

What information do you collect about me?

- When we provide services to you, we make an electronic and/or paper client record. The client record has information such as:
 - your name, date of birth, gender, home address and contact details;
 - your financial records if you are a direct care disability client;
 - your health information such as:
 - information about your disabilities and needs;
 - records of health services (including disability, community and welfare services) provided to you that fall within the definition of health information;
 - results of medical tests and assessments;
 - medications you are taking or treatments you are having; and
 - details about other health professionals involved in your care;
 - other information which may be relevant to providing services to you; and
 - information about your carers and guardians including:
 - details of their capacity as your carer; and
 - details of their relationship with you.
- When you choose to take part in a research project, we will collect personal information about you that is required for the project. We will not identify you unless you have consented in writing.
- We also collect information about you if you are a member, volunteer or worker of Anowah.
 - If you are a member, our list of current members has information such as your address and contact details.
 - If you are a volunteer or worker, our personnel files have information such as your contact details, a copy of your employment contract and correspondence about your job description changes, salary changes and leave entitlements.
- You do not have to identify yourself when you contact us. You can also use a nickname or alias to protect your privacy. However, it is generally not possible to remain anonymous as our client. We may not be able to provide you with the services you request if you do not properly identify yourself.

How are changes to this privacy policy made?

We may amend this privacy policy from time to time, with or without notice to you. Visit www.anowah.org.au to keep up to date with any changes.

DOCUMENTATION

Documents related to this policy	
Standards, Legislation or other external requirements	<ul style="list-style-type: none"> • <u>National Standards for Disability Services (2014)</u> • NDIS (Quality Indicators) Guides 2018 • NDIS ACT 2013 • <u>Disability Services Act, 1993 (& Disability Services Standards)</u> • Privacy Act 1988/Privacy Amendment (Private Sector Act 2000) • <u>Work Health & Safety Act, 2011</u>
Related internal policies	<ul style="list-style-type: none"> • Client Rights policies • Service Access Policies • Service Management Policies
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Consent for Release of Information Form

Reviewing and approving this policy		
Frequency	Reviewer/s	Approver/s
3 Yearly	CEO	Board

Version	Policy review and version tracking			
	Review	Date Approved	Approved by	Next Review Due
1.0	July 2021			July 2024