

UnitingCare lifeAssist Privacy Policy

Part A – About this Privacy Policy

1. Who are UnitingCare lifeAssist (lifeAssist) and what do we do?

We are a not-for profit provider of community-based support for older people, people with disabilities, and the carers and family members that support them in Melbourne's east, south and north.

Our approach to service has continued to develop in line with the needs of the community and we've done significant work to develop more individualised, person-directed (consumer-directed) services. Our person centred practice revolves around the belief that each individual and those who support them should be at the centre of their own care. lifeAssist is a strong supporter of the government initiatives in this area, including the National Disability Insurance Scheme and the proposed introduction of the Living Longer, Living Better packages for those who are aged.

We are committed to service excellence and are intentionally accredited to the ISO 9001:2008 set of quality management standards to ensure every service we broker for our Participants is of the highest quality

lifeAssist operates under the auspice of the Uniting Church in Australia and is a part of the wider UnitingCare Australia Network which provides social services to over 2 million people each year in 1,300 sites in remote, rural and metropolitan Australia. Our organisation is one of 28 Agencies within the Network's Victoria / Tasmania unit and we work closely with them and other providers of community-based services, primary health providers, and research institutions in pursuit of our goal to improve the lives of people in the community.

2. Our commitment to you

Our policy is to respect and protect the privacy of all of our users, including visitors to our site, Participants, employees and contractors. When you trust us with your personal information, you expect us to protect it and keep it safe. This privacy policy tells you about the personal information we collect and hold; how and why we collect and hold that information; how we use it and how we keep it safe. It also tells you how you can access and amend your personal information and how you may make a complaint if you think that we have breached our privacy obligations.

In dealing with your personal information, lifeAssist abides by the obligations set out in the relevant privacy legislation. This includes but is not limited to the Privacy Act 1988 (Cth) (Privacy Act and the Privacy Amendment (Enhancing Privacy Protection) Act 2012; the Information Privacy Act 2000 (Vic) and the Health Records Act 2001.

lifeAssist is committed to an open and transparent management of personal, sensitive and health information. We have a privacy regime that ensures our privacy practices and systems are reviewed and maintained to ensure compliance with legislation. Any changes to this Privacy Policy will be published on our website.

Please advise your Partnership Worker or the lifeAssist Privacy Officer (see Part E for details) if you require access to an Interpreter for understanding this policy.

Part B – Our management of personal information

1. What personal information do we collect?

We collect personal information about users of our services, and about our employees and contractors.

Your personal information is any information about you which can identify you.

It includes any information or opinion, whether it is true or not and regardless of whether we have kept a record of it.

Personal information includes your name, address and date of birth. Sensitive information may be about your race or ethnic origin; your political, religious or philosophical beliefs; your sexual preferences; whether you have a criminal record; whether you are a member of a professional or trade union association; and biometric information. Health information may include information about your illnesses, symptoms, disabilities and any information collected about you to provide a health service.

Personal information includes information that may be recorded in various forms including material and electronic.

3. Why do we collect and hold personal information?

lifeAssist collects, holds, uses and discloses personal information for the purpose of providing its services; conducting its business; communicating with you; conducting research and evaluating programs associated with improving the quality of life of our Participants; meeting contractual obligations with funding bodies; and complying with its legal obligations.

For Participants in our programs, the personal information that we collect is to provide you with services that assist you to achieve a good quality of life. To do this we may need information to:

- Assess whether you are eligible for a service or product
- Develop a plan to assist you to achieve your goals
- Assist with applications for additional services or funding packages

- Link you in to community supports
- Link you into allied health services
- Tell you about other services that may interest you
- Meet our duty of care responsibilities
- Meet our funding and legal obligations

For our employees and contractors, lifeAssist is required to collect information to comply with legislative or regulatory requirements which assist in preventing any unlawful activities. Some examples of this are Tax File Numbers; Statutory Declarations; Proof of Identity documents; Superannuation details; and Power of Attorney documentation.

We also collect information to ensure that we meet our duty of care responsibilities such as medical information and emergency contact details; Medical Certificates; Maternity Leave Information; and Return to Work medical information.

3. How do we collect personal information?

3.1. Notification

When we collect information, lifeAssist makes sure that you understand what information is being collected; why it is being collected; any law that requires us to collect it; how it will be used; how it will be shared and disclosed and the consequences if any of the information is not collected.

We do this in different ways depending on the circumstances involved. Some examples are:

- Written notices on our website
- Information sheets and brochures
- Public advertisements
- Recorded messages
- Easy English Documents

3.2. Consent

We collect most personal information directly from you and take all reasonable steps to obtain your consent to collect, use and disclose your information. Your consent is given voluntarily without pressure or coercion. In obtaining consent, we take into consideration the age and capacity of an individual and where necessary will involve a legally nominated third party. Some examples of nominated third parties are a guardian; a legal representative; a trustee; an advocate or an accountant.

When we collect information we take into account the personal circumstances of an individual. We may sometimes collect personal information from a third party, if you have consented, been told of this practice or would reasonably expect us to collect information in this way. This may include using an interpreter.

Sensitive information will only be collected if we have your consent unless:

- It relates to a lawful lifeAssist business activity or function
- The collection is required by law
- It is impracticable to obtain your consent – but necessary to lessen or prevent serious threat to life; health, safety of an individual or public safety
- Necessary to take appropriate action in relation to unlawful activity

3.3. Competence and capacity to consent

Privacy legislation does not specify an age after which individuals can make their own privacy decisions. We address each case individually and consent is based on whether an individual has the capacity to understand issues, form reasoned judgements and communicate their decisions clearly.

As a general principle, a young person is able to give consent when he or she has sufficient understanding and maturity to understand what is being proposed.

In some circumstances, it may be appropriate for a parent or guardian to consent on behalf of a young person; for example if the child is very young or lacks the maturity or understanding to do so themselves.

3.4. Unsolicited information

Sometimes, lifeAssist may receive unsolicited personal information about you. If the information is related to a service that you are receiving from lifeAssist, the information will be retained and added to your file. We will always notify you when we receive such information. If the information is not relevant to the services being provided, we will take steps to de-identify or destroy the information according to the relevant legal guidelines.

3.5. Anonymity and pseudonymity

Where it is lawful and practical, you can provide personal information anonymously or by using a pseudonym. However, without being able to identify you, we may not be able to facilitate the provision of services to you, provide access to your information or update your information.

lifeAssist provides the opportunity for Participants to anonymously provide feedback on the quality of the services we provide, so that we can identify and address issues of

concern. Sometimes, research activities provide an opportunity for you to interact with us anonymously.

4. How do we hold and protect your personal information?

4.1 Record keeping

lifeAssist takes very seriously the obligation to protect your personal information and to ensure that the information that we hold is current and up-to-date. We have systems and procedures in place to protect your information from misuse and loss, and from unauthorised access, modification or disclosure. Much of your information is stored on electronic Client or Human Resources Information Systems. Some of your information is stored in paper files. These files are locked and only authorised personnel have access to them. It is the intention of lifeAssist to minimise the use of paper records in favour of secure electronic systems.

4.2 Identifiers

lifeAssist does not use government related identifiers unless it is authorised to by law or as prescribed in regulations. The Client Information System and a Human Resources Information System automatically prescribe an ID number that is relevant only to lifeAssist activities.

4.3 Security measures

We also use a range of physical and electronic security measures to protect the information that we hold. Some examples are:

- Security Access Cards are issued to allow authorised access to lifeAssist offices
- Photo ID cards are issued to staff to be used when interacting with Participants
- Access to information systems is controlled through access management practices
- Employees undertake training about information privacy and security
- Archived Participant files are stored in secure offsite storage facilities

lifeAssist has a privacy regime that includes regular monitoring and review to ensure compliance with legislation and internal guidelines.

Our information systems have a data breach guideline in place.

4.4 Internal Communications

Employees are required to manage information according to our Internal Communications Guidelines. These guidelines include:

- Collection – such as note taking of incoming phone calls
- Transformation – from paper to electronic form
- Mobile Phones; iPads; SMS messages
- Physical Security: record storage and archiving
- Communication; Facsimiles; emails; online; physical transportation; printer protocols; internal mail protocols; clear desk and screen policy
- Record keeping systems
- De-identifying and destruction of documents utilising security bins and shredding

4.5 De-identifying and destruction of documents

We take reasonable steps to destroy or permanently de-identify any personal information when it can no longer be used. When lifeAssist uses contractors to perform services, such as the disposal of confidential documents, they are required to work according to the provisions of privacy legislation. The contractor is required to treat personal information they may see with care and confidentiality. Any breach of these requirements would be addressed through the lifeAssist data breach guidelines.

5. Who do we disclose your personal information to and why?

5.1 Service providers

We may share your information with other agencies, allied health providers or contracted service providers who are associated with providing the services that you have consented to. These third parties are required to comply with privacy legislation and are obliged to only use the information that we disclose to them for the specific role that we ask them to perform in relation to an individual's well-being.

Some examples of third party disclosure are:

- Health care providers
- To enable a contractor to provide services and the contractor requires the Participant, carer or other person's details
- A lifeAssist program arranges for another person or organisation to conduct research or evaluation activity to check or improve our services or for the purposes of legislation. In such cases, your consent will usually be sought if your information is likely to be disclosed.
- Payments to Service Providers who provided services or products to you
- Payment systems operators such as merchants receiving card payments

- Our financial advisors, legal advisors or auditors
- Your appointed representatives such as legal advisor; accountant; guardian; trustee; Power of Attorney
- External Dispute Resolution Bodies such as the Privacy Ombudsman; Fairwork Australia
- Regulatory bodies, government agencies and law enforcement bodies in any jurisdiction, such as Working with Children Check and CrimCheck

5.2 Disclosure required by law

In addition, lifeAssist may share information with third parties who are charged with preventing unlawful activities or when we have a Public Duty to do so in the interests of health and safety of an individual or the public in general. In such cases, you may have expressly consented to the disclosure or the consent may have been reasonably inferred from the circumstances.

5.3 Cross-border and overseas disclosure

We may disclose your personal information to a recipient who is located outside of Australia, including information sent to a related body corporate

Prior to disclosing information, lifeAssist will ensure that the recipient is obliged to comply with Australian Privacy legislation and should a breach occur, you are able to enforce the protections under the privacy guidelines. lifeAssist will notify you of cross-border disclosure and obtain written consent.

5.4 Direct marketing

We may use your personal information to offer you products and services that we believe may be of interest to you. This information may be provided by mail, telephone, email, SMS or other electronic means, such as social media or targeted advertising through lifeAssist's website.

- We will not send you this information if you tell us not to do so.
- Please contact us if you do not want to receive marketing offers.

6. Can I access my personal information?

lifeAssist respects the rights of all individuals to access and correct their personal information. We will take steps to ensure that the person requesting the information has the authority to do so; that it is lawful to do so; that the information does not impact another person's right to privacy; and that access or correction of the information does not lead to harm being done to another person.

6.1 Who do I contact?

If you are a current Participant please contact the person who is assisting you with your services. All other enquires should be directed to People and Culture Privacy Officer. The contact details are provided in this document in Part E.

6.2 Methods of access

lifeAssist will take reasonable steps to give access in a way that meets your concerns and needs and if necessary will use an intermediary. Some methods of access include:

- Inspecting personal information
- Taking notes about personal information
- Obtaining copies of information
- Having the contents explained

6.3 Protecting your information

Before giving a person access to personal information, it is essential that lifeAssist take reasonable steps to ensure that a person has a right to access the information. This includes:

- Establishing a person's identity
- If the individual has authorised the organisation to provide access to a third party – the identity of the third party
- A signed authority to release information to a third party

6.4 Denying access

There are some circumstances in which we are not required to give you access to your personal information. This includes where providing access:

- Would pose a serious and imminent threat to the life or health of any person
- Would have an unreasonable impact on someone else's privacy
- Is prohibited by law
- Would prejudice a law enforcement investigation
- The information relates to current legal proceedings between the organisation and the individual, and the information would not be accessible by the process of discovery or subpoena in those proceedings
- The request for access is frivolous or vexatious

6.5 How long will it take before I receive the information?

We will acknowledge your request within 5 business days and will let you know if we need any further information from you in order to arrange access.

We aim to facilitate access as quickly as possible. We strive to provide access within five business days of acknowledging the request, but some requests take longer to facilitate. If your request is taking longer, we will let you know what is happening and a date by which you can reasonably expect a response. In this case we may ask you to complete a Request for Access or Correction to Personal Information Form to assist us in establishing the information required and the options and resources needed to facilitate access. Within 30 days of receiving this form we will notify you in writing as follows:

- Agreed date; time; venue; and viewing arrangements
- How information will be provided and any charges payable

Or

- Reason for delay and estimated timeframe for providing access
- How information will be provided and any charges payable

Or

- Reasons for refusing access

If you are not satisfied with our response, you can request an intermediary be used in order to resolve any issues.

7. Can I request correction of my personal information?

lifeAssist has practices in place to ensure that the information it holds about you is accurate, up to date, complete and relevant before acting on it. If you learn that personal information that we hold about you is inaccurate, not up to date, incomplete, irrelevant or misleading you should contact us so that your information can be promptly corrected.

If you make a request for lifeAssist to correct personal information it holds about you, we must respond to you within 30 days of your request.

lifeAssist will take reasonable steps to correct the personal information to ensure that, having regard to the purpose for which it is held, it is accurate, up-to-date, complete, relevant and not misleading.

On reviewing your request, we will confirm that your information has been updated or we will contact you if we need any further information from you in order to process your request.

If you request, we will also take reasonable steps to inform third parties to whom the

information was previously disclosed of the updated information.

lifeAssist will provide a written notice if we decide not to provide access or to correct information as requested by the individual. This notice will set out:

- The reason for refusal
- The mechanisms available to complain about the refusal
- Any other matter prescribed by regulation

In such cases, correction may take the form of attaching a statement to the record stating that the information is inaccurate, out-of- date, incomplete, irrelevant or misleading.

8. Does lifeAssist charge a fee to access or correct personal Information?

lifeAssist does not charge a fee to request access to or to correct your personal information.

In processing your request to access or correct your information, a reasonable cost may be charged depending on the complexity of the request and the resources and materials required in facilitating the request. These charges are kept to a minimum and costs are calculated on a case by case basis with due reference to the relevant legislation and the circumstances surrounding the request.

lifeAssist utilises the guidelines for charging fees as set out in the FOI Act. Refer to Part F for examples of charges that may apply.

9. What do I do if I am concerned about how my personal information is being managed?

If you are concerned about how your personal information is being handled or if you have a complaint about a breach of privacy by us, please contact us for a copy of our Privacy Complaint Policy and Complaint Form.

We will acknowledge your complaint as soon as we can after receipt of your complaint. We will let you know if we need any further information from you to resolve your complaint.

We aim to resolve complaints as quickly as possible. We strive to resolve complaints within five business days but some complaints take longer to resolve. If your complaint is taking longer, we will let you know what is happening and a date by which you can reasonably expect a response.

At all stages of the process, you are able to have a support person present. If you are not happy with the final decision we make you can obtain advice from an external resolution organisation, such as the Privacy Ombudsman or Fairwork Australia.

The contact details are provided in this document in Part E.

Part C- Our Website

1. What information do we collect?

It is intended that a user can use lifeAssist's website at <http://www.lifeassist.org.au/> anonymously. However, for some functions of the website, the collection of personal information is necessary or unavoidable.

When you look at the lifeAssist website, our server or our Internet Service Provider makes a record of your visit and may log the following information for statistical purposes:

- Your server address (which includes your top level domain name – e.g. .com, .gov, .org);
- The date and time of your visit to the site;
- The pages you accessed and documents downloaded;
- The previous site you have visited; and
- The type of browser you are using.

2. Consent

When disclosing information using the website (e.g. via email link), an individual is deemed to have consented to lifeAssist collecting, using, disclosing and handling personal information or health information collected in accordance with our privacy policy.

3. How is information collected?

3.1 Cookies

lifeAssist uses only session cookies to make your experience of our website easier and more efficient. These session cookies collect information such as the number of visits; unique visits; documents viewed; browser type; how the site is navigated; the type of search engine used; the sections of the website visited and other website usage information. Upon closing your browser the session cookie set up by the website is destroyed and no personal information is maintained which might identify you should you visit our website at a later date.

3.2 Web Beacons

Web beacons may also be used. These capture every visit and measure interactivity at the browser level. This technology helps measure what is actually viewed on the website. While the anonymous statistical data that lifeAssist collects may be aggregated and used in broader statistical analysis by either lifeAssist or its web monitoring service

provider to improve our services, at no time can lifeAssist personally identify an individual as the source of that data.

4. What happens to the information that is collected?

4.1 Access to information collected

lifeAssist will not make an attempt to identify users or their browsing activities. However, in the event of an investigation, a law enforcement agency or other government agency may exercise its legal authority to inspect our Internet provider's logs.

4.2 Use of information collected

lifeAssist will only record your email address if you send us a message. Your email address will only be used for the purpose for which you have provided it and it will not be added to a mailing list or used for any other purpose without your consent.

The lifeAssist website does not provide facilities for the secure transmission of information across the Internet and you should be aware that there are inherent risks transmitting information across the internet.

4.3 Protection of information

lifeAssist's website is hosted by Melbourne IT on Australian servers and the data contained is governed by Australian State and Federal Laws.

Part D – Terms used in this policy

We	Means the organisation lifeAssist and all those engaged by lifeAssist who are responsible for the management of personal information
Legislation	Means all legislation relating to privacy
FOI	Means Freedom of Information (Act 1982)

Part E - Where can I obtain more information?

lifeAssist Privacy Officer

UnitingCare lifeAssist
Building 5
530 -540 Springvale Rd
Glen Waverley Victoria 3150
Telephone: (03) 9239-2500
Email: people&culture@lifeassist.org.au

Office of the Australian Privacy Commissioner

GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
Email: enquiries@oaic.gov.au
www.oaic.gov.au

Office of the Victorian Privacy Commissioner

Level 11, 10-16 Queen Street
Melbourne Victoria 3000
Telephone: 1300 666 444
Website: www.privacy.vic.gov.au

Office of the Health Services Commissioner

30th Floor, 570 Bourke Street
Melbourne Victoria 3000
Telephone: 1800 136 066
Website: www.health.vic.gov.au/hsc

Fairwork Ombudsman

Call 13 13 94
Open: 8am - 5.30pm Monday to Friday (except for public holidays).

Part F – Examples of charges that may apply

lifeAssist does not charge a fee to request access or to correct your personal information.

In processing your request to access or correct your information, a reasonable cost may be charged depending on the complexity of the request and the resources and materials required in facilitating the request. These charges are kept to a minimum and costs are calculated on a case by case basis with due reference to the relevant legislation and the circumstances surrounding the request.

lifeAssist utilises the guidelines for charging fees as set out in the FOI Act. Examples of charges that may apply are set out below:

1. Lodgement of Request to Access Information	No charge
2. Inspection - Provision of room to view hard file documents at lifeAssist Brandon Park	<p>lifeAssist to provide at no charge:</p> <ul style="list-style-type: none"> • Private room for viewing for two hours • Disabled parking • Wheelchair access <p>A lifeAssist Representative must be present to ensure documents remain intact and are not modified/ damaged in any way</p> <ul style="list-style-type: none"> • Hard files made available for viewing • Computer access not available <p>Requester to pay \$6.25 per half hour</p>
3. Transportation Costs to Brandon Park	Requester to pay
4. Document Copying	<p>Information Release Record to be completed and signed by Requester and lifeAssist Representative</p> <p>Cost: \$0.50 per page – inclusive</p> <ul style="list-style-type: none"> • lifeAssist pays for Initial 20 pages • Requester pays for pages above 20 • A4 – double-sided = one page • A4 to A3
5. Searching for Documents	Requester pays - \$15 per hour
6. Transcripts – writing or typing information from audio, video or other files	Requester pays - \$4.40 per hour
7. Delivery fee	The delivery fee depends on what we need to send to you. If the delivery will cost more than \$20, we will ask you to pay a deposit.
8. Document Translation	<p>1 page @ 200 words per page: \$60 per page</p> <ul style="list-style-type: none"> • A4 – single sided • lifeAssist pays for initial 10 pages \$600 • Requester pays for pages above 10
9. Interpreter	<p>lifeAssist to pay for – 2 hours @ \$80 per hour</p> <ul style="list-style-type: none"> • Professional / independent • No relationship to either party