

Privacy Policy



INTRODUCTION

Rembrandt Living is committed to protecting the privacy of care recipients, staff and volunteers. This policy has been revised for compliance with the Australian Privacy Principles effective from March 12th 2014 and is made available to all Care Recipients and Staff.

POLICY

FOR STAFF & VOLUNTEERS:

Rembrandt Living will:

- Only obtain information necessary for employment.
- Only obtain information directly from the individual employee and volunteers concerned.
- Keep the information up to date to the best of our knowledge from information provided to us by the staff member or volunteer.
- Protect personal information from misuse and loss and from unauthorised access, modification or unauthorised disclosure.
- Collect and store information securely.
- Destroy information as per statutory or legal requirements.
- Allow staff members and volunteers to access to their own personal information upon request to the CEO.
- Only use or disclose information for the purpose it was collected unless the person has consented in writing.

FOR CARE RECIPIENTS

Rembrandt Living will:

- Only obtain information necessary for the effective delivery of services.
- Keep the information up to date to the best of our knowledge from information provided to us by the care recipient and/or their legal representative.
- Protect personal information from misuse and loss and from unauthorised access, modification or unauthorised disclosure.
- Collect and store information securely.
- Only provide information to professional and legally authorised persons (e.g. Locum medical service, Allied Health professionals, Officers from the Department of Human Services, auditors from the Accreditation Agency or other appropriate service providers involved in care recipient care).
- Only provide information after a signed, itemised consent form is obtained from the care recipient or their legal representative.
- Not allow care recipients the option of not identifying themselves, or of using a pseudonym (APP-2). It is impractical to allow this in Rembrandt Living's daily activities.
- Not collect, use or disclose the following solicited sensitive information about any care recipient without their full consent: ethnic origin; sexual preference; religious, philosophical or political beliefs; criminal record or health information or genetic information.
- Not collect highly sensitive information such as banking pin numbers, computer passwords etc. from care recipients and staff are not authorised to know such information.
- Rembrandt Living will only disclose personal information about a care recipient for the primary purposes for which it was collected unless the care recipient consents to the disclosure (APP-6).
- Sensitive information about a care recipient will be used by Rembrandt Living for direct marketing only if prior consent has been obtained (APP-7).
- Rembrandt Living will not adopt any government related identifier of a care recipient as its own identifier unless required to do so by Australian law or court / tribunal order.

LEGISLATION:

Freedom of Information Act
Human Rights and Equal Opportunities Act
Privacy Act

REFERENCE:

Standards and Guidelines for Residential Aged Care Services 1.8
Common Community Care Standard 1.7

RESPONSIBILITIES

The Board

The Rembrandt Living Board retains the ultimate responsibility for privacy compliance.

The Chief Executive Officer

The Chief Executive Officer (CEO) is accountable to the Board for ensuring implementation and management of Rembrandt Living's privacy processes.

Managers and Supervisors

Managers and Supervisors are responsible for ensuring effective implementation and maintenance of this Privacy Policy and that all our people adhere to the associated systems and guidelines. Managers are responsible for the regular reporting of the status of controls, compliance breaches and their improvement to Executive Management.

Our people

Our people have a responsibility to ensure that their activities on behalf of Rembrandt Living comply with all applicable privacy obligations and Rembrandt Living procedures.

Legislation:

Privacy Policy

Reference:

Standards and Guidelines for Residential Aged Care Services: 1.2, 2.2, 3.2, 4.2
Community Care Common Standards 1.2