



PRIVACY POLICY STATEMENT

We respect your privacy. The Royal District Nursing Service takes seriously its responsibilities to preserve the privacy of all individuals and has prepared this privacy statement to outline how we handle personal information and your right to access it. It applies to all aspects of our organisation.

It is RDNS policy to respect the confidentiality of information and the privacy of individuals. We are bound by the National Privacy Principles contained in the Commonwealth Privacy Act.

This Privacy Policy Statement may be amended from time to time to take account of new legislation and advances in technology. Any information we hold in RDNS will be governed by the most recent Privacy Policy Statement and available on request or through our website www.rdns.net.au.

Collection of Personal Information

RDNS collects personal information in order to deliver the best possible health care to its clients. Individual health, demographic and administrative information collected, received, and created by RDNS is considered personal information. Only information necessary to enable RDNS to provide a health service is collected.

The type of personal information we may collect can include (but is not limited to) name, address, date of birth, contact details for you, next of kin, carers, your general practitioner and other people involved in your care, and information relating to the condition for which you are being treated by RDNS.

We obtain most of that information directly from you, or with your consent, from people like your general practitioner or hospital staff when you are referred to RDNS for nursing care.

We may ask you from time to time to take part in client surveys and research studies, for which your prior consent will always be obtained. You will always be able to elect not to take part in such research or surveys.

Use and Disclosure

The primary purpose of information collected is to assist in providing client care. Other areas where the information is used includes quality reviews, funding, legal affairs, education, research, public health and planning. Your personal information is only made available to those directly involved with providing your care within RDNS or authorized to manage the information.

For purposes of statistical analysis your personal information is de-identified. Research access to your personal information cannot take place without both your prior consent and research project approval by the RDNS Ethics Committee.

In some cases it may be necessary to provide personal information to your Health Fund Insurer. In some instances your personal information may also be sent to other health care providers with the aim of providing continuity of care, such as your GP and public hospitals and community health services. Your consent to forward information to other health care providers will be obtained from you when you are admitted to RDNS care. If you choose not to give that consent, we may not be able to arrange appropriate care on your behalf.

Security and Protection

Most information is held in our client records. RDNS meets the Australian Standards for security and protection of confidential information. Paper records are preserved and protected against heat, humidity and ultra violet light. Records are stored in specially designed record repositories. Electronic information is

protected by the use of passwords and restricted user access to authorised permission levels. An internet firewall is in place to protect electronic information and as insurance, critical client information is backed up on a daily basis.

RDNS makes all staff aware of the requirements of its privacy policy, and the need to respect the confidentiality of client information and the privacy of individuals. We regard any breach of privacy very seriously and will impose disciplinary action, including dismissal, if appropriate.

Retention and Disposal of Personal Information

Client records are securely destroyed when the client has not been visited for seven years from the last discharge date.

Keeping Personal Information up to Date

RDNS takes special care to ensure that the personal information it holds is accurate and up to date. Changes to personal circumstances can be rapidly updated on our records through the RDNS Call Centre 1300 364 264.

Access to Personal Information

You have the right to access your personal information. You may also apply to have personal information changed if you feel that it is incorrect.

In both instances a written request which includes proof of identification should be forwarded to the Executive Director of Nursing and Client Services, who needs to satisfy herself that every applicant is who they claim to be. This is to protect against improper disclosure.

We will acknowledge your request within 14 days and will respond promptly to it. In some circumstances where a substantial amount of information is requested we may charge a fee to cover the cost of locating, retrieving, reviewing and copying the requested material. If the cost is likely to be substantial, you will be informed in advance and will help you to refine your request if you wish.

In some circumstances a request for information may be denied if the request is frivolous or vexatious, poses an imminent threat to life, health or privacy of an individual or is unlawful.

Complaints

If you consider that RDNS has breached this Privacy Policy Statement or the National Privacy Principles, or has not taken due account of your privacy in some other way, you can complain to our Call Centre on 1300 364 264. All complaints are formally recorded and followed up automatically. We undertake to respond to complaints promptly.

If you are not satisfied with our response to your complaint, you can call the Commonwealth Privacy Commission's hotline on 1300 363 992.

How to Contact Us

If you want to contact us about our services, obtain access to or change your personal information, or make any other enquiry, please call RDNS on 1300 364 264 at any time.