

Information Collection Notice

Brodribb At Home is committed to the protection of your personal information (including sensitive or health information) in accordance with the Australian Privacy Principles (APP) contained in the Privacy Act 1988 and as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Who do we collect your personal information from?

We generally collect your personal information directly from you.

However, in some cases, we may receive your personal information from a third party (for example from your guardian/caregiver and/or authorised representative, medical and other health providers, government agencies and other non-government service providers). In these cases, we will take reasonable steps to ensure you are aware that we have collected personal information about you and the circumstances of the collection.

Why do we collect your personal information?

We collect personal information to enable the delivery of our services. The specific purpose for which we collect personal information will largely depend on the type of relationship an individual has with us, for example, whether the individual is a care recipient, a potential job candidate or a contractor.

Examples of the reasons we are collecting personal information are as follows:

- assessing whether an individual is eligible to be admitted/enter into one of our services;
- communicate with our potential clients/residents and their government agency referrers, family members and external health or other service providers whose cooperation is required to deliver our service;
- communicate with our existing clients/residents, their families, carers, external health service providers, regulating government bodies and other service providers whose cooperation is required to deliver our service;
- plan, provide and evaluate services to our clients/residents;
- manage and account for our services;
- manage complaints, legal actions or claim against any of our services;

- manage our employees, contractors and volunteers;
- conduct industry surveys and research projects; and
- generally, carry on our business.

Only with the individual's expressed consent, we collect personal information to:

- market our services;
- compile funding applications; and/or
- communicate with our members, sponsors, donors and other supporters and contacts for fundraising.

What would happen if we didn't collect your personal information?

Without your personal information we may not be able to provide the full scope of our services to you, respond to your complaint, and improve our service to meet your needs and/or meet our funding, professional and legal obligations.

Who are the types of bodies and persons to whom we usually disclose your personal information?

We may disclose personal information:

- to other persons in connection with the provision of our services including our clients and their families, carers, health service providers, care service providers and other service providers;
- to our employees and officers;
- to anyone else whom the individual authorises us to disclose the information;
- to the government and other regulators; and
- as otherwise authorised by the Privacy Act 1988.

Other useful information

Our privacy policy contains information about how you may access and correct your personal information, as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. It also contains other useful information. Our privacy policy is available on our website at <https://www.brodhome.org.au/> or email us at athome@brodhome.org.au for a copy.

Contact us

To request access to or correction of personal information, to request not to receive marketing material or invitations from us, or to make a privacy complaint to us, please contact our Administrator/ Privacy Officer (Tina David) or our General Manager (Colleen Stark) on 07 4602 0290 or e-mail us at athome@brodhome.org.au .