

Centacare is committed to protecting the privacy of your personal information. Our privacy practices are aligned with The Privacy Act 1988 and the Australian Privacy Principles (APPs). The information below sets out how we handle your personal information and the rights and obligations that both you and we have in relation to it.

### WHY WE COLLECT YOUR INFORMATION

As an organisation that provides services to individuals and the community, dealing with Personal Information is essential to our operations. We collect your information to communicate with you, to provide you with services, and to meet our contractual and legal obligations.

### HOW WE COLLECT YOUR INFORMATION

We mostly collect your personal information directly from you, for example when we meet with you or when we talk to you on the phone. We will only collect information about you from other people in specific circumstances, for example, a referral form sent to us from another Agency or telephone conversations with another Agency. If we do collect your personal information that way, it will only be contact details, and details we need to assist you. We will let you know when this occurs, unless we reasonably believe you would expect it to.

### KINDS OF INFORMATION WE KEEP ABOUT YOU

We only keep information about you if it's relevant to the service you are receiving. Generally, we keep your name, contact details and other relevant information that we need to be able to provide a service to you. This could include information about your family and other key relationships gathered in the course of an intake and/or assessment process. We may keep some sensitive information about you such as information about your health or your ethnic origin if it is relevant to providing our service to you.

### HOW WE KEEP YOUR INFORMATION

Depending on the circumstances, we may hold your information either in paper form, or on a computer, or both.

### WHAT WE DO WITH YOUR INFORMATION

We use your personal information:

- To provide you with services.
- For purposes such as assessments, risk management and review in relation to your use of the service or program you are accessing.
- To identify and inform you of other relevant services and programs that may be of interest to you.

### HOW WE SHARE YOUR INFORMATION EXTERNALLY

We only share your personal information in very limited circumstances, where it is related to the service you are receiving. This could include sharing with Agencies you have an existing relationship with. We will always seek your consent where possible. If we are legally required to do so, such as under a court order, or where there is a significant risk or harm or medical emergency, we may, in accordance with the requirements of the Privacy Act, share your information with others such as the Police, Child Abuse Report Line or Emergency medical practitioners.

### HOW WE SHARE YOUR INFORMATION INTERNALLY

We train our staff to only access Personal Information that is directly relevant to their work. Whilst your information may be visible to others within the organisation, we ensure that it will not be misused through training and security measures such as restricting access to certain employees for certain sensitive information.

### HOW WE KEEP YOUR INFORMATION SAFE

We will take all reasonably practicable steps to protect the security of your personal information. All workers follow strict information handling procedures. Access to your records occurs only by those who require it in the provision of service to you or in an administrative role related to system development and maintenance.

---

## WHAT HAPPENS IF YOU WANT TO SEE YOUR PERSONAL INFORMATION

---

If you want to see your personal information you can contact your Centacare worker directly or send a written request to 'Privacy Enquiries' by mail to 45 Wakefield Street Adelaide SA 5000. You don't need to give us a reason but you do need to tell us how you would like to obtain access. You can only access your own information, not information about anyone else. We will need to verify your identity, then your request will be forwarded to the Unit Executive Manager who will arrange for access to be provided to you. We will follow up with you to make sure you are happy with everything.

In rare circumstances, and only where it is permitted under the Privacy Act 1988, we may not be able to provide you with access to your information. If we are unable to provide you with access, we will explain why.

## IF YOU WANT TO CORRECT OR CHANGE YOUR PERSONAL INFORMATION

---

If your personal information is out-of-date or incorrect, you may inform us and we will correct it for you. In the unlikely event that we disagree about the accuracy of the information and are unable to change it, you may provide us with a statement that you dispute its accuracy and we will associate the statement with your information in such a manner that it will be brought to the attention of each person who uses the information.

## FUNDING REQUIREMENTS AND YOUR PRIVACY

---

Government agencies that fund our services generally require us to report to them. The information we report to them varies, however all government agencies are required to comply with Australian privacy laws.

If you have any questions about the type of information your service provides to a funding body you can ask your worker

## CHANGES TO OUR PRIVACY POLICY

---

We might need to change our privacy policy sometimes. If we do, we will endeavour to ensure your overall level of privacy protection is not diminished and will publish the changes in our updated Privacy Policy on our website.

## WHAT IF YOU WANT TO MAKE A COMPLAINT

---

If you aren't happy with how we have handled your personal information, you can complain to us about it. You can talk to your worker or ask to speak with the program manager.

You can also write to us and send it to 45 Wakefield Street Adelaide SA 5000 or you can email: [enquiries@centacare.org.au](mailto:enquiries@centacare.org.au).

It doesn't matter how or who you make the complaint to, we will make sure we help with your complaint. You can contact us at any time and ask what's happening about your complaint.

If we can't sort out your complaint or if you think we haven't done a very good job, you can contact the Health and Community Services Complaints Commissioner by telephoning: (08) 8226 8666 or Country SA toll free 1800 232 007.

NDIS Participants can contact the NDIS Quality and Safeguards Commission on 1800 035 544.

Clients receiving aged care services can contact the Aged Care Quality and Safety Commission on 1800 951 822.

You can also contact the Australian Information Commissioner whose details can be found at <https://www.oaic.gov.au>.

## FURTHER INFORMATION

---

If you would like further information regarding the personal information we hold about you, please contact your Centacare worker, or phone Centacare on (08) 8215 6700, and you will be referred to the appropriate person. Our Privacy Policy is available via the Centacare website: [www.centacare.org.au](http://www.centacare.org.au).