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## Personal Information

During a client's association with Resthaven, personal information will be used to make decisions about the provision of appropriate services to meet specific on-going care needs.

Financial information is collected in accordance with the Aged Care Act (1997) to assess individual financial obligations under that Act.

### **Staff and Volunteers**

On initial application, a form is to be completed by new staff and volunteers to collect necessary personal information.

In accordance with the Privacy Amendment (Private Sector) Act 2000, some employment information is exempt from the provisions of that Act. This information will only be used for appropriate purposes and will not be disclosed to external parties or 'on-sold'.



## We'd like to hear from you

We regard privacy as a right not a privilege and will endeavour to do all that we can to respect the trust placed in us by individuals.

Please notify us if you have any queries or concerns or would like more information about the way we manage personal information.

### Contact the:

Executive Manager, Corporate Services  
Resthaven Incorporated  
43 Marlborough Street,  
Malvern SA 5061

Telephone: (08) 8373 0211

Facsimile: (08) 8373 0976

Email: [headoffice@resthaven.asn.au](mailto:headoffice@resthaven.asn.au)

Website: [www.resthaven.asn.au](http://www.resthaven.asn.au)  
ABN 79 976 580 833



At Resthaven, we respect

# YOUR PRIVACY

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## Your Privacy and Resthaven

Resthaven is an aged care community service of the Uniting Church in Australia, (UnitingCare). Resthaven provides high standards of service for older South Australians who live in the general community and in our residential care facilities. We offer services to people according to their needs and our ability to meet their individual requirements.

Resthaven recognises that privacy is important. We are committed to ensuring that personal information is treated with respect and the utmost care.

Resthaven receives subsidies from the State and Australian Governments and operates in accordance with statutory obligations and various Acts of Parliament. In order to undertake service provision, personal information is collected directly from individuals, or with their knowledge and written consent. We only collect information that is relevant and necessary to our business. This may include contact details, personal details, financial information and where relevant, health information.

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## About our Privacy Policy

Resthaven openly embraces the Privacy Act 1998 as amended by the Privacy Amendment (Private Sector) Act 2000 (Cth). Resthaven has a Privacy Policy which details the collection, use and storage of personal information as it applies to:

- Residents/Clients
- Employees
- Volunteers

A copy of this policy is available on request. A Privacy Statement can be accessed from our website: [www.resthaven.asn.au](http://www.resthaven.asn.au)

Resthaven does not sell or trade personal information relating to residents, clients, staff or volunteers.

In some circumstances, where necessary as required by law, or for continuation of care, services, employment, etc, personal information may be shared with consent or forwarded to another like-agency.

Communications about our services and business may be distributed from time to time. Notify us at any time if you do not want to receive this information.

**Resthaven does not retain personal**

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## Security and Access

information when of no further use and disposes of it in a confidential manner. Access to personal information is restricted to staff who require such access in order to efficiently manage and administer the services required and to ensure effective internal business operations.

Resthaven is committed to ensuring that data collected is secure, accurate and current. We require notification of any change to personal information so that our records are up to date.

Individuals may access their personal information by making an application to Resthaven. Information found to be inaccurate or incomplete will be corrected within five working days.

At the time of application, Resthaven requires the completion of a "Consent to Collect/ Disclose Information" form. Failure to supply personal information as requested may limit access to services, employment or volunteer opportunities.

**Clients**

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