

Privacy Statement

Resthaven recognises that privacy is important and operates in accordance with statutory obligations and various Acts of Parliament. We are committed to ensuring that personal information is treated with respect and the utmost care.

Personal information

Resthaven collects personal information that is relevant and necessary to our business administration, provision of aged care services, for employment of staff or recruitment of volunteers.

Personal information is collected directly from individuals, or with their knowledge and written consent. This may include contact details, personal details, financial information and where relevant, health information. Resthaven staff and volunteers have a duty of confidentiality to all residents, clients, volunteers and staff.

Failure to supply such personal information may limit access to services, employment or volunteer opportunities, and our ability to acknowledge receipt of donations, etc.

As a Public Benevolent Institution, Resthaven undertakes fundraising, public relations and marketing activities and encourages philanthropy, but Resthaven does not sell or trade personal information.

Clients

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'.

Disclosure

Disclosure of confidential or personal information without consent or compulsion of law may be justified in certain circumstances, for example, where life or health may be in jeopardy by maintaining silence.

In some circumstances, where necessary as required by law or for continuation of care services, statutory reporting requirements, employment or statistical purposes, depersonalised information may be shared with relevant agencies.

Security

Resthaven strives to ensure the security, integrity and privacy of information and uses a variety of physical and electronic security measures, including restricting physical access and use of electronic passwords.

Resthaven does not retain 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 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.

Access to personal information

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 completion of the "Access to Confidential Information" form. There may be a nominal fee levied to extract information.

Public information

From time to time, Resthaven distributes general, impersonal information to the public through publications, the media and Internet for public relations and marketing purposes.

Privacy and the Internet

Users should be aware that there are inherent risks associated with transmission of information across the Internet and our site does not offer secure transmission of information. Please be careful and responsible whenever using the Internet, as you are responsible for the security of and access to your own computer.

For statistical purposes only, when a person accesses Resthaven's web site, our Internet Service Provider records your visit and logs information. This includes your server address, top level domain name (eg .com; .au; .gov etc), the date and time of visit to the site, pages accessed and documents downloaded, the previous site visited and the type of browser you are using. This is short-term use only for the collection of statistical information as outlined and expires when you quit out of your browser.

Our web site does not use cookies. Resthaven does not attempt to identify users or their browsing activities.

Your email address will only be recorded if you send us a message, and it will only be used for the purpose for which you have provided it. We will not add it to mailing lists or use or disclose it for any other purpose without your consent.

However, a law enforcement or other government agency may exercise its legal authority to inspect our ISP's logs in the unlikely event of an investigation.

Links

Visitors to our Internet site may link directly to sites that are operated by organisations with like interests or similar target audiences. Resthaven does not operate these sites and we are not responsible for their content or practices. Links are for convenience only and do not constitute endorsement or approval by Resthaven Incorporated of the content, policies or practices of these third party sites. You should check the applicable privacy policy of these sites.

Disclaimer

The information on this website is general and is for information only. Resthaven excludes all liability for any use made of anything contained on or accessed via this site.

For further information

Please contact our Privacy Officer if you have and query, concern or complaint regarding our approach to privacy or for access to your personal information.

Privacy Officer:

Executive Manager, Corporate Services
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