

Privacy Policy

ORGANISATIONAL GOVERNANCE PRIVACY POLICY
OPERATIONAL DIRECTOR | CHRISTINE NEILAND

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1 PURPOSE

- 1.1 This is the privacy Policy of Rainbow Care Home Services. This document explains Rainbow Care Home Services policies for the collection, use, storage, and disclosure of personal information.

2 SCOPE

- 2.1 This policy applies to all personal information disclosed to or collected by Rainbow Care Home Services

3 POLICY STATEMENT

- 3.1 Privacy is acknowledged as a fundamental human right. In Australia, the privacy Act 1988 deals with your information privacy rights and how organisations and agencies must handle your personal information. Rainbow Care Home Services adheres to the requirements under the Privacy Act as identified in this policy. This is the privacy Policy of Rainbow Care Home Services
- 3.2 Rainbow Care Home Services provide support coordination as a service that involves handling health information to assist people to navigate their services. This provision of service is a health service that holds health information covered by the privacy Act 1988
- 3.3 Individuals have the right **not** to have personal information disclosed to others without informed consent.
- 3.4 Rainbow Care Home Services respects and protects the privacy of everyone that receives services from them, or provides those support and services

4 RESPONSIBILITIES

Compliance, monitoring and review

4.1 Directors are responsible for ensuring the policy:

- aligns with relevant legislation, government policy and/or business requirements/strategies/values
- is implemented and monitored (i.e. the policy is followed, reflects the changing policy environment, and emerging issues are identified), and
- is reviewed to evaluate its continuing effectiveness and relevance to current needs

4.2 All Rainbow Care Staff will be introduced to all Rainbow Care Home Services Policies, Processes, Forms and Templates during the induction process in addition to ongoing training sessions and staff meetings.

5 PROCEDURE

5.1 What Personal Information is Collected

Some of the personal information we may collect where appropriate and relevant in connection to enhancing our services to you include:

- name, address and contact details (e.g. phone, email and fax)
- photographs, video recordings and audio recordings of you
- information about your personal circumstances (e.g. marital status, age, gender, occupation, accommodation and relevant information about your partner or children)
- information about your financial affairs (payment details, bank account details if required for reimbursement of procurement of services)
- information about your identity (e.g. connection to LGBTI community, date of birth, country of birth)
- information about assistance provided to you

5.2 Why we Collect Personal Information

Rainbow Care collects and uses personal information, including sensitive information, for the purposes of effectively delivering and coordinating services for participants. We are collecting your information for several reasons:

- To better understand your needs.
- To improve our services and products.
- To send you promotional emails containing the information we think you will find interesting.
- To contact you to fill out surveys and participate in other types of research
- To customise our service according to your personal preferences

5.3 How we Collect Personal Information

Personal information is collected through the following different methods: paper-based form, electronic forms (including online enquiries), face to face meetings, email communications, telephone communications, website and social media accounts

An organisation or agency must only collect personal information in a lawful and fair way. If practical, they must collect the information from you personally and not from third parties. But there are situations where we might collect information about you from third parties. For example:

- where you would reasonably expect it or where you have consented to your personal information being shared
- a law enforcement agency may collect personal information about an individual who is under investigation without asking the individual directly because to do so may jeopardise the investigation
- if a legal or official document mailed to an individual is returned to the sender, then the sender may need to get the individual's current contact details from another source

5.4 Sharing of Personal Information

Sharing of personal information is only with consent from the participant/client and to assist in the delivery of supports and services requested by the participant. The exception to this is in an instance where we are legally required to release personal information.

5.5 Storage & Security of Personal Information

Access to personal information is restricted to authorised personnel only. Rainbow Care Home Services holds personal information in a range of paper-based and electronic records for seven years. Storage of personal information (and the disposal of information when no longer required) is managed following the guidance and requirements of Australian Securities and Investment Commission (ASIC), The Fair Work Ombudsman (FWO) and the Australian Taxation Office. This ensures that we hold your personal information securely.

5.6 Website, Social Media & Electronic Communication

Links to other websites

- Our websites and social media accounts may contain links that lead to other websites. If you click on these links Rainbow Care Home Services is not held responsible for your data and privacy protection. Visiting those websites is not governed by this privacy policy agreement. Make sure to read the privacy policy documentation of the website you go to from our website.

Cookies

- Cookies are files with small amount of data that is commonly used an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive.
- If you want to disable cookies, you can do it by accessing the settings of your internet browser. (Provide links for cookie settings for major internet browsers).

Electronic Communication

- There are inherent risks associated with the transmission of information over the Internet, including via email. You should be aware of this when sending personal information to us by email or by using our website. If this concerns you, you may prefer to use other methods of communication such as post or phone (although these methods have associated risks). Any personal information provided, including email addresses, will only be used or disclosed for the purpose for which it was provided.

5.7 Accessing your personal Information

To access any personal information that Rainbow Care Home Services has collected or used on your behalf to assist in the delivery and coordination of support services you can contact Operational Director, Christine Neiland or Director of Customer Relations, Marli Hewitt through the following methods and receive a copy of that information:

- Phone: 07 3100 1633
- Email: feedback@rainbowcarehomeservices.com.au
- Submit query online www.rainbowcarehomeservices.com.au
- Post a letter: Unit 12, 23-25 Skyreach Street, Caboolture Q 4510

5.8 Withdrawing or Changing Consent of Personal Information

At some point, you might wish to update or change the use and collection of your personal information. You can achieve this by notifying us by phone or email stating what changes you would like in how Rainbow Care Home Services uses and collects your personal information.

5.9 How to make a complaint

If you feel that Rainbow Care Home Services has breached their privacy obligations as stated in this policy below are some options to discuss and lodge your complaint

You can contact the Rainbow Care Home Services Complaints Manager, Christine Neiland on the below contact details:

- Phone: 07 3100 1633
- Email: feedback@rainbowcarehomeservices.com.au
- Submit query online www.rainbowcarehomeservices.com.au
- Unit 12, 23-25 Skyreach Street, Caboolture Q 4510

If you are receiving NDIS supports, you can also contact the NDIS Quality and Safeguards Commission on the below contact details:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544
- Completing a complaint contact form online www.ndiscommission.gov.au/about/complaints

If you are receiving Aged Care supports, you can also contact the Aged Care Quality and Safeguards Commission on the below contact details:

- Phoning: 1800 951 822
- Email info@agedcarequality.gov.au
- Completing a complaint contact form online [Complaints & concerns | Aged Care Quality and Safety Commission](#)

6 RELATED LEGISLATION AND DOCUMENTS

- Commonwealth [Privacy Act 1988](#)
- *National Disability Insurance Scheme (Protection and Disclosure of Information) Rules 2013*
- *Aged Care Quality and Safety Commission (Code of Conduct and Banning Orders) Rules 2022*