

Privacy Policy

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This policy describes the collection and use of private information.

Governing regulations for this policy



Aged Care Act 2024



Outcome 1.2 - Dignity, respect and privacy



Outcome 2.7 - Information management



Privacy Act 1988 (Cth)

Managing business unit for this policy



Senior Management Team

Scope of this policy

At Carinya Lodge Homes Inc (Carinya) , protecting the privacy and confidentiality of our residents, staff, volunteers, and community is a priority. As an Australian not-for-profit aged care provider, we are committed to adhering to the Information Privacy Principles (IPPs) as outlined in the *Privacy Act 1988* (Cth) and other relevant legislation. This Privacy Policy outlines how we collect, use, disclose, and manage personal and sensitive information.

This policy applies to:

- Residents
- Suppliers
- Families and representatives of residents
- Employees, volunteers, and contractors
- Any other individuals who interact with our facility

Types of Personal Information We Collect

We may collect the following types of personal information:

- Name, date of birth, address, phone number, and email
- Emergency contact details and family information
- Health and medical information, including medical history, treatments, medications, and care needs
- Financial details for billing and administrative purposes
- Legal documentation such as power of attorney, guardianship orders, and wills
- Government-issued identifiers such as Medicare and pension numbers.

We also collect sensitive information where necessary, including but not limited to:

- Racial or ethnic origin
- Religious beliefs or affiliations
- Health information required for care planning and service delivery.

How We Collect Personal Information

We collect personal information through various channels, including:

- Direct communication (e.g., face-to-face, phone, or written communication)
- Online platforms, including our website, social media and electronic forms
- Medical and health records from health professionals
- Financial records and legal documentation.

We collect personal and sensitive information with consent where required and ensure that it is used only for purposes necessary to provide high-quality care and support services.

Use of Personal Information

We use the information we collect to:

- Provide aged care services tailored to individual needs
- Develop care plans and medical treatment plans
- Manage resident administration, such as billing and communication with families
- Meet our legal and regulatory obligations
- Improve the quality of care and services we provide
- Communicate with external healthcare providers and government agencies (e.g., Medicare, Department of Health, Disability and Ageing).

We only use personal information for the primary purpose for which it was collected, or for related purposes as permitted under the law.

Disclosure of Personal Information

We may share personal information with third parties when:

- It is necessary to provide care and services (e.g., sharing information with doctors, allied health professionals, or hospitals)
- Required by law (e.g., compliance with mandatory reporting or court orders)
- Consent has been provided for a specific purpose
- It is necessary for funding, provider registration, or audit processes.

We ensure that any third parties we share information with comply with privacy regulations and protect the confidentiality of that information.

Data Storage and Security

We are committed to safeguarding personal information from unauthorised access, loss, misuse, or disclosure. We implement a range of security measures, including:

- Secure physical storage for paper-based records

- Secure electronic systems for storing digital records, including encryption and password protection
- Restricted access to personal information to only those who need it to perform their duties.

We regularly review our security practices to ensure that they remain effective.

Accessing and Correcting Personal Information

Individuals have the right to request access to their personal information and request corrections if the information is inaccurate or out-of-date. To request access or corrections, please contact us using the details provided at the end of this policy. We will respond to requests in accordance with the *Privacy Act 1988*.

Complaints and Inquiries

If you have any concerns or complaints regarding how we handle personal information, please contact us using the details provided below. We take all complaints seriously and will investigate any concerns in line with the requirements of the *Privacy Act 1988*. We aim to resolve all complaints in a timely manner.

Updates to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The most current version of the policy will be available on our website or upon request.

Contact Us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact us at:

Carinya Lodge Homes Inc

Address: 35 Carinya Cres, Korumburra, 3950

Phone: (03) 56552125

Email: admin@carinyalodge.com.au