



Information for Relatives, Friends and Visitors

It is important to note that the privacy principles require our clients' consent to provide any information to you about their care or health status.

Therefore you may need to address any inquiries you have to them personally or to their nominated representative/s.

If you have any queries about the Privacy Principles please contact the Home on (08) 8563 7777.

Tanunda Lutheran Home Inc.

27 Bridge Street, Tanunda SA 5352
Phone 08 8563 7777 | Fax 08 8563 3744
info@tlhome.com.au | www.tlhome.com.au



Tanunda
Lutheran Home Inc.

Enriching the lives of our older people

CLIENT PRIVACY INFORMATION

May 2018



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Tanunda Lutheran Home Inc. is committed to protecting your privacy in accordance with the Commonwealth Privacy Act 1988 including the thirteen Australian Privacy Principles (APPs) contained in that Act.

Our privacy policy explains how we protect your personal information including its collection, storage, security, access, use and disclosure.

Collection of information

We collect personal information about individuals directly from the individual or their legal representative. We will only collect information for a purpose that relates directly to our functions and activities as an aged care provider. We understand that you may not want to provide information to us. The information we request of you is relevant to providing you with the care and services you need. If you choose not to provide us with some or all of the information we request, we may not be able to provide you with the care and services you require.

Use and disclosure

We will use and disclose your personal information only for the purpose for which it was collected or for any other purposes that is otherwise directly related to our functions or activities as an aged care provider or otherwise permitted by law.

Access and correction of information

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.

Consent

We require your consent to collect, use and disclose your personal health information so that we are able to provide you with care and services you require. If we intend to use your health information for any other purpose, we will seek further consent from you.

For more detailed information, please ask to see our Privacy Policy.

Privacy

Making a complaint

If you wish to make a complaint about the way we have managed your personal information you may make that complaint verbally or in writing by setting out the details of your complaint to any of the following:

1. CEO/DOC
Tanunda Lutheran Home
27 Bridge Street
Tanunda SA 5352
Phone: (08) 8563 7777
Email: info@tlhome.com.au

2. Aged Care Complaints Commissioner
• Online: agedcarecomplaints.gov.au
• Phone: 1800 550 552
• In writing address your written complaint to:

Aged Care Complaints Commissioner
GPO Box 9848
(Your capital city and state or territory)

3. Office of the Australian Information Commissioner
Phone: 1300 363 992
GPO Box 5218 Sydney NSW 2001

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