

The government continues to manage the effective delivery of services. This may include determining future funding levels for HACC services as well as quality improvement activities. The data collected will also assist with planning services to support carers. Your name and address will not be passed on to the government and the information you provide will not be matched or compared to your Medicare or Centrelink records.

In certain circumstances, the law also allows or requires for your personal information to be disclosed to other third parties, as a subpoena or if it is necessary to prevent serious or imminent harm to a person.

**The HACC Program will not use your information for any other purpose without your consent.**

### **Security of Information Collected**

We will take all reasonable steps to ensure the information we collect about you is stored securely both in paper and electronic format. We have appropriate systems and policies in place to protect your information from unauthorised access, loss or other misuse.

### **Access to your information**

You are entitled to request access to all your personal information held by health service providers in NSW. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee if you request copies of your personal information.

Access to your personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of harm.

If you believe the information we hold about you is incorrect and an error has been made, please let us know and where appropriate we will correct the information. If there is any disagreement about the accuracy of the record, you may request for your view to be noted on the record.

### **Contact us**

If you have questions or concerns about the privacy of your personal information please contact the Privacy Contact Officer on 9515 9292.



Health  
Sydney  
Local Health District



## **Privacy Information for Carers**



*home and community care*

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

## Privacy and Carers

This brochure provides information relating to the privacy of your personal information.

### Our Obligations to you

This brochure explains how and why we collect personal information about you, how you can access your information and how your information may be used within the health district or disclosed to other parties. We are committed to safeguarding the privacy of your information, NSW Ministry of Health has implemented measures to comply with its obligations in accordance with privacy law.

### What is the Home and Community Care (HACC) Program?

The HACC Program is a joint Commonwealth /State initiative administered in NSW by the Department of Ageing, Disability & Home Care (ADHC), Department of Health and Ageing, The NSW Ministry of Health and Transport NSW.

Most people want to live in their own home, but some frail older people and people with a disability can find this difficult without support. Help can be provided by carers and by the Home and Community Care (HACC) Program and other services. HACC can provide basic support services to enable these people to continue to live in their community.

In order to support our communities, the government provides funding to many community services HACC services are offered in your home or local community and may be provided by a HACC agency, community health centre or local council.

HACC offers many types of help, like nursing support, transport, meals on wheels, visiting, help with shopping or housework and giving people who look after others a rest.

### Am I an Unpaid Carer?

A carer is a person who looks after a frail older person or someone with a disability or chronic illness in the community or in their own home. Carers can include friends and neighbours as well as relatives of the care recipient. Older couples living together are often 'co-dependent' carers; that is, each plays the role of both carer and care recipient, depending on their needs and circumstances at the time. Unpaid carers provide valuable assistance, but are not paid for their services. If you receive no payment, other than the Carer Payment (Pension) and/or Carer Allowance (if eligible) then you are considered an unpaid carer.

### Why Is My Personal Information Needed?

The reasons for collecting your information are primarily to recognise you as an unpaid carer. This information will be used by HACC service providers to assist and support you in your role as an unpaid carer.

In addition, carers who provide information such as their age, gender and background can help HACC continue to improve its services. The information you provide may assist in developing new ways to support frail aged people, people with a disability and their carers, so they can remain in the community.

If you have any concerns about the collection, use or disclosure of certain information about you, please tell us and we will discuss this with you.

### What Personal Information Will You Collect?

You may be asked to provide personal information including:

- your name
- your date of birth
- your address
- your gender
- your cultural background

### How Do You Collect My Personal Information?

We collect information directly from you wherever possible. However we may also collect information about you from the person you care for. We will only do this if the client has no reason to expect that you would object to your information being provided.

If we are aware that you object, or would object to your information being provided to us by the client, or generally, we will discuss the collection of information directly with you.

### How Do You Use My Information?

The information you provide will be used in the following ways:-

- 1** Where you (or the person you care for) have provided your name and contact details you may be contacted by a HACC service provider to assist and support you in your role as an unpaid carer.
- 2** Where you (or the person you care for) have provided demographic information such as your age, gender and background, this information will be de-identified and used to help HACC and the government continue to manage the effective delivery of service.