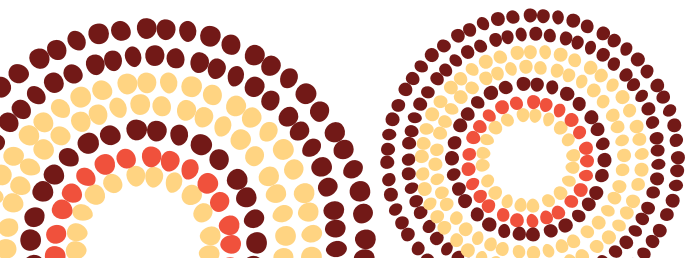




Contact Us

If you have any questions or a complaint about the privacy of your personal information, please contact us and ask to speak to one of our Managers.

- **Head Office**
Adelaide Metro
APY Lands
Regional South Australia
Phone: (08) 8346 9155
- **Elders Village**
Phone: (08) 8287 1454



More Information

You can view or download this brochure from our website. Go to <http://www.aboriginalcs.org.au>

You can also contact the Office of the Australian Information Commissioner.

- **Phone:** 1300 363 992
- **Email:** enquiries@oaic.gov.au



Head Office / Adelaide Metro / Regional South Australia

67 Henley Beach Road,
Mile End SA 5031

p: (08) 8346 9155 f: (08) 8346 9766
e: reception@aboriginalcs.org.au

APY Lands

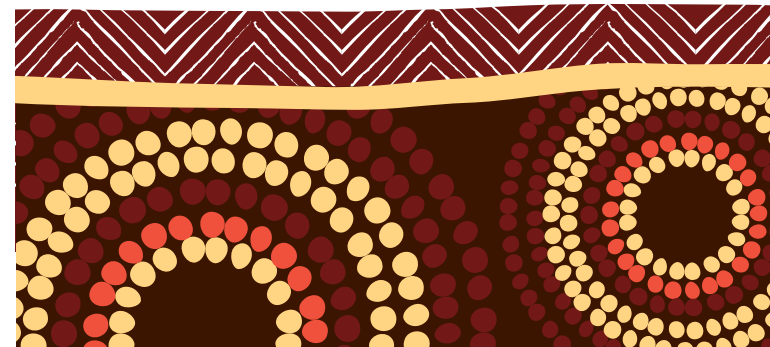
Amata: (08) 8956 7522
Fregon: (08) 8954 6199
Indulkana: (08) 8670 6098
Mimili: (08) 8956 2951
Pipalyatjara: (08) 8956 7764
Pukatja: (08) 8956 7033
e: apylands@aboriginalcs.org.au

Elders Village

2 Oldford Street, Davoren Park SA 5113
p: (08) 8287 1454 f: (08) 8287 1580
e: aev@aboriginalcs.org.au

www.aboriginalcs.org.au

Privacy of Your Personal Information



Collection of Personal Information

Aboriginal Community Services gathers personal and health-related information for the primary purpose of providing care and support services.

We gather information directly from you wherever possible (such as contact details, health information, family members including next of kin, power of attorney and emergency contact numbers). We may also need to gather information from other service providers who have cared for you.

We will only do this with your consent. In an emergency, we may also need to gather information from a family member, friend or carer or any other person who can help us to provide you with the best care.

- Your information may be held in paper and/or electronic files.
- We take all reasonable steps to ensure the information we gather about you is stored securely.
- We have appropriate systems and policies in place to protect your information from loss, unauthorised access and misuse.
- There may be certain information that you do not wish to share with us. In such cases, we will ask why, so we can discuss with you any possible impact this decision may have.

How We Use and Share Your Information

We are bound by law, ethical practice and organisational policies to keep your information confidential. We will only use or share your information for purposes directly related to your care and services and where you have given your consent.

However, we may be required to disclose some information to agencies where we are required to by law (such as courts and tribunals and when there is a risk to public safety). Your non-identifying information will be used for the purpose of reporting to the funding body and for internal and external quality improvement processes.

We may use or share personal information for purposes required for the operation of Aboriginal Community Services. These purposes include quality improvement, reporting to government departments that provide our funding and for public interest research projects to improve health and well being outcomes for Aboriginal people.

If we do so, no information that can identify you is provided - only general statistics such as age, gender, health status and type of services or care provided.

We may also use your information to contact you to seek your feedback about the services you receive from us. This helps us find ways to improve our services to you.

An interpreter service is available for our non-English speaking residents, clients and their families. Please advise your Manager or Coordinator if you require our interpreter service.

Access to and Correction of Your Information

You may request access to your personal information held by Aboriginal Community Services at any time. However we may need advanced notice if you request a large amount of information that needs to be photocopied and/or screened. We will advise you of how quickly we can provide the information. There is no charge for this.

If you believe the information we hold about you is incorrect you have the right to request that it be changed or updated.

You may withdraw your consent to release information at anytime.

Our Commitment

We are committed to ensuring that all personal information is collected, handled and stored in a manner consistent with the Privacy Act 1988, the Australian Privacy Principles and relevant South Australian privacy laws.

You can view the Privacy Principles and the Privacy Act on the website of the Office of the Australian Information Commissioner at www.oaic.gov.au.

