

Access to your information

You (or your authorised representative) have the right to request access to or seek correction of the information Goodwin holds about you.

To request access please contact the manager who works with you, in the first instance. They are able to provide you with more information about how to obtain access.

Please note: there may be a charge for providing access to information, including the cost of any copies provided.

Queries and concerns

If you are concerned that Goodwin has breached your privacy, in the first instance, please:

- contact your care manager; or
- lodge a Comments, Compliments, Suggestions and Complaints form with your manager; or
- email us at feedback@goodwin.org.au.



GOODWIN
THE BETTER LIFE CHOICE

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GOODWIN
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Privacy statement

for residents and clients

Goodwin is committed to protecting the privacy of our residents and clients.

This privacy statement details how we deal with personal information and health information in compliance with the Australian Privacy Principles.

In this statement, a reference to "information" is a reference to both personal and health information.

Information collected

Goodwin collects the following types of information from you, your representatives and other consented third parties (e.g. your doctor) for the primary purpose of meeting our mission to provide quality accommodation, care, support and assistance to meet your needs:

- personal details
- health and medical details
- social and cultural background
- religious preference
- leisure interests and hobbies
- financial details.

To assist in managing your care needs we may need to share your information with:

- other health professionals
- external service providers
- other persons or organisations that provide services to you
- the person(s) you have identified as the person(s) responsible for giving and accessing information.

We are also required to disclose your information to the Department of Health and other government agencies in relation to providing aged care.

We will not use or disclose your information for secondary reasons without prior agreement.

Security

All information is securely stored and held no longer than required. When disposal is required, this is through a secure document destruction company.

Your information is also protected from unauthorised access, use or disclosure.

Consent

On application/admission each resident or client is requested to provide written consent for the collection, use and disclosure of information. You have the right to withdraw this consent at any time.

You also have the right to withhold information for privacy reasons.

However, if you do not provide us with all or some of the requested information, or the information provided is inaccurate, we may not be able to fully provide the accommodation, care, support or assistance you need.

Goodwin does not require your consent in the following circumstances.

- Collection or disclosure is required by law.
- There is serious threat to your life, health or safety.
- There is a serious threat to public health or safety.