

Nunkuwarrin Yunti is the largest Aboriginal community controlled health organisation in South Australia. We offer a wide range of primary health, social & emotional well being, health promotion and health training & development services to Aboriginal and Torres Strait Islander people.

This brochure provides information about the type of personal and health information that Nunkuwarrin Yunti gathers, the security and protection of the information and how to access or correct your information.

COLLECTION OF INFORMATION

Nunkuwarrin Yunti gathers personal and health related information for the primary purpose of providing care, advice and services.

We gather information directly from you wherever possible (such as contact details, health information, and family history of any particular health related illness). We may need to gather information from other service providers who have cared for you (such as test results, health history). We will only do this with your consent. In a medical 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. To provide certain services, we require specific personal and health information about you. However if we are unable to collect this information, we may not be able to provide our services to you.

- 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 are required by law to keep client records for certain periods depending on the type of record.
- 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 you to tell us why so we can discuss with you any possible impact this decision may have.

HOW WE USE AND SHARE YOUR INFORMATION

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

However, we may be required to disclose some information:

- to courts and tribunals
- to government agencies to comply with laws (for example, to report notifiable diseases, for registering births or deaths)
- if a child, young person or member of your family may be at risk of serious harm, abuse, or neglect
- when there is a risk to public safety.

We may use or disclose client information for purposes required for the operation of Nunkuwarrin Yunti. In such cases, no information that can identify you is provided - only general statistics such as age, gender, health status and type of treatments or services. These purposes include safety and quality improvement, reporting to government departments that provide our funding and for public interest research projects to improve health outcomes for Aboriginal people.

We may also use your information to contact you to seek your feedback on services you have received from us that help us evaluate and find ways to improve our services to you.

We may use your information to send you recalls or reminders regarding your health care (e.g. annual health checks and tests). If you do not wish to be

included in the recall and reminder system, please let us know in writing to your service provider or the Privacy Officer.

We will seek your consent prior to the use or disclosure of client information for purposes other than those listed in this brochure.

ACCESS TO AND CORRECTION OF YOUR INFORMATION

You may request access to your personal information held by Nunkuwarrin Yunti. There is no charge for this. We will ask you to provide identification as part of this request.

Access to your personal information may be declined in special circumstances, such as where giving access would place you or another person or persons at risk of harm. The reasons for this will be explained to you by one of our Managers or the Privacy Officer.

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.

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

OUR COMMITMENT

We are committed to ensuring that all client health information is gathered, handled and stored in a manner consistent with the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant South Australian privacy laws.

You can view the Principles and the Privacy Act on the website of the Office of the Federal Privacy Commissioner at www.privacy.gov.au

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 or Privacy Officer.

NUNKUWARRIN YUNTI

182-190 Wakefield Street, Adelaide SA 5000
PO Box 7202 Hutt Street Adelaide SA 5000

Tel: (08) 8406 1600
Centre Fax: (08) 8232 0949

MORE INFORMATION

You can view or download this brochure and the following documents from our website:

- Complaints Compliments Suggestions Brochure
- Complaints Form
- Compliments and Suggestions Form

Go to www.nunku.org.au and click on Client Information

Please contact us and ask to speak to one of our Managers for a copy of our Client Confidentiality, Privacy and Information Sharing policy and procedure or our Complaints and Feedback policy and procedure.

You can also contact the Office of the Federal Privacy Commissioner
Privacy Enquiries Line: Ph: 1300 363 992

Nunkuwarrin Yunti Services also available

GP & Clinical Services

- Multi-team service (Aboriginal Health Workers, Nurses, Doctors)
- Health Checks and Immunisations
- Maternal & Child Care
- Chronic Conditions Management
- Mental Health Services
- Dental Service
and a range of visiting Specialist Services.

Community Health Promotion & Education

- Harm Minimisation – NUHIT, SOS, No Pulgi
- Community Development Programs
- Tackling Tobacco
- Stronger Fathers Stronger Families

Link-Up

- Family tracing & reunion services to members and families of the Stolen Generations

People Development Unit

- RTO – Delivers nationally accredited training at Diploma and Certificate IV level
- Workforce Support Unit – professional development and support for the statewide Social & Emotional Wellbeing Workforce

Towilla Purruttiappendi (Healing our Spirit)

- Counselling services
- Emergency relief and social health services
- Social Worker/Case Management
- Family Case Workers

PRIVACY OF YOUR PERSONAL INFORMATION