

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

Our Commitment

Your privacy is important to us. 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 laws.

Collecting

To provide services to you and your family, Nunkuwarrin Yunti gathers personal and health related information to help us provide you with the best care we can. We gather information directly from you wherever possible (such as contact details, health information, and family history of any particular health related illness).

We understand that there may be certain information that you do not wish to share with us. It is important that you yarn with your health care provider to make sure it won't impact your access to our services.

There are times when we may need to gather information from other service providers who have cared for you (such as test results, health history). Our staff will discuss this with you and 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.

Using and Sharing

Staff will only use or share your information for purposes directly related to your care and where you have given your consent.

We may use your information to send you 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 health care provider or the Privacy Officer.

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 take your privacy very seriously. When there is a need to share your information with external service providers, Nunkuwarrin Yunti will seek your consent, (or consent from your parent/guardian or other responsible person) before doing so.

However, there are times when we may be legally required to share information including:

- A situation impacts your safety or the safety of others
- Requests from courts and tribunals
- Requests from government agencies to comply with laws (for example, to report notifiable diseases, for registering births or when someone passes away)
- A situation where there may be suspected instances of abuse or neglect to you or a member of your family

There are times when we may use or disclose client information for purposes required to the daily operation of Nunkuwarrin Yunti. Please be assured that in these 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 within Nunkuwarrin Yunti,
- Reporting to funding bodies and
- Public interest research projects to improve health outcomes for Aboriginal people.

You will not be able to be identified in any of the statistical information.

Managing

We take all reasonable steps to ensure the information we gather about you is stored securely. Your information is kept on our secure Client Health Information Management System which is used by relevant staff members. All staff are bound by law, ethical practice and organisational policies to keep your information confidential.

Personal and health information data is stored on site on secure servers. Backups are being stored in Data Centres in Australia.

Complaints

If you feel that we have breached your privacy or used your information inappropriately, please contact us and ask to speak to one of our Managers or the Privacy Officer.

You can also contact the Health and Community Services Complaints Commissioner (HCSCC) South Australia on 1800 232 007 or visit their website at www.hcscsa.gov.au

Access to and Correction of your Information

Requests to access your personal information held by Nunkuwarrin Yunti should be made in writing. You can also request for a worker from another organisation to have access to your information which will also need to be in writing with your signature. We will ask you to provide identification as part of this request.

However, we may need advanced notice if you request a large amount of information that needs to be photocopied and/or screened.

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.

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

Feel free to ask any questions to any staff members or Managers.

*Not all services available at all sites, please contact us on 08 8406 1600 for more information.

CONTACT US AT

182-190 Wakefield Street, Adelaide

Tel: (08) 8406 1600

Fax Clinic: (08) 8223 7658

Fax Centre & Link-Up: (08)

8232 0949

Office Hours:

Mon-Fri 9.00-5.00pm



28-30 Brady St, Elizabeth Downs

Tel: (08) 8254 5300

Fax: (08) 8254 9182

Office Hours:

Tues-Fri 9.00-5.00pm



80 South Terrace, Adelaide

Tel: (08) 8168 8300

Fax: (08) 8212 6777

Office Hours:

Mon-Fri 9.00-5.00pm



94 Grand Junction Road, Kilburn

Tel: (08) 8406 1600

Fax: (08) 8169 7210

Office Hours:

Mon-Fri 9.00-5.00pm



141 Henley Beach Road, Mile End

Tel: (08) 8150 5000

Fax: (08) 8150 5080

Office Hours:

Mon-Fri 9.00-5.00pm



17 Beach Road, Christies Beach

Tel: (08) 8392 3500

Fax: (08) 8392 3580

Office Hours:

Mon-Fri 9.00-5.00pm



CLIENT PRIVACY BROCHURE