



Privacy Policy

healthAbility is committed to protecting your privacy and to the principles of the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This Privacy Policy governs how healthAbility collects, uses, maintains and discloses any information collected. This privacy policy applies to our internet Site and all services offered by healthAbility.

We have systems and processes that ensure compliance with this legislation.

Collection of Information

healthAbility only collects personal information necessary to ensure we can provide you a beneficial and appropriate service.

Use and Disclosure of Information

healthAbility only uses your information for the purpose it was collected.

We do not use or disclose your information unless required or permitted to under law. For example to prevent or lessen a threat to health or life of yourself or others.

We will obtain your consent to

share your information such as when we refer you to other services or to your GP

healthAbility does not store or disclose your information in any manner that allows access by overseas recipients or unauthorised parties.

Access and Correction

Client records are maintained in line with the Health Records Act 2001.

You or a nominated person are able to access your information or make a correction to your record by request. This can be made in person to a staff member or by contacting our Privacy Officer. You will need to fill out and sign the consent form for this.

Anonymity and your information

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

Storage and Disposal of Records

healthAbility can store your Information in both an electronic records and paper files. Information held in electronic databases is protected by a secure IT systems. Secure facilities are used to store any paper based records.

The disposal of records is done in a way so information remains confidential.

Questions or Complaints

If you have a question or concern about the management of your health information, privacy or confidentiality, please contact our Privacy Officer or our Manager of Quality and Safety.

Your query will be handled in a sensitive and confidential manner.

For more information

contact us on **9430 9100** or via email **Feedback@healthability.org.au**

You are also able to contact the Health Services Commissioner on 1300 582 113.

