

CLIENT ACCESS TO PERSONAL INFORMATION POLICY

Carelink complies with two acts that govern the collection, use, integrity, access to and correction of personal information including health information. These acts are the:

- *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs) contained in Schedule 1
- *Health Records Act 2001* (Vic), which specifically deals with an individual's health information. The *Health Records Act* has 11 Health Privacy Principles (HPPs) in its Schedule 1.

Carelink clients have the right to access the personal and health information that Carelink holds about them in its records. Clients have the right to know what information Carelink holds about them, the right to access this information, and the right to make corrections if they consider any of this information to be incorrect.

Where Carelink holds reports or other personal or health information from an external health service provider, Carelink will provide access to this information in the same manner as for the records we create. We will also provide access to records that have been transferred to us from another health service provider.

To access personal information held by Carelink, clients must complete the organisation's Personal Information Request Form (available on request or through our website). Carelink will provide access within 30 days of lodging the form.

When your request is granted, you will be given access to your personal records as a hard copy print-out, PDF electronic format or through a discussion with a Carelink staff member or health professional. You will not be given access to the electronic systems on which the information is held. This is to ensure we preserve the security and integrity of our electronic database and software.

Note that the two acts do provide several limited circumstances where we can refuse clients access to their personal information. One of these is where providing access would pose a serious threat to the life or health of the client or another person. There are several other reasons why we can refuse access. These can be read in the *Health Records Act 2001* (Vic), Schedule 1, Health Privacy Principle 6, Access and Correction.

If one of these limited circumstances applies in your case, we will look for a way to provide access that mitigates the risk. If we do finally refuse access, we will provide you with the reasons why in writing within the 30 days.

This policy should be read in conjunction with Carelink's Privacy Policy.

This policy will be regularly reviewed for its effectiveness and compliance with the law.



Stephanie McShane

Director

