



Dear Consumer

I am writing to let you know about your rights under the Privacy Act 1988 (Privacy Act), the Australian Privacy Principles (APPs) and the new Australian Government Charter of Aged Care Rights (Charter) that started on 1 July 2019.

Australian Privacy Principles

Protection of personal information is a priority for Hunter *Home Modifications* and impacts on the way we conduct our services. Our policies are designed to comply with all State and National Legislation, in particular the *National Privacy Principles*.

Privacy Statement

HMLM/N commits to:

- Only collecting information with your knowledge and consent;
- Being fair and open in the way we collect information and only collecting information that is actually required in the course of our work with you;
- Retaining this information in a secure place and only providing essential information to our consultants or other service providers for the purpose of their services to you;
- Binding all consultants to our confidential agreements and privacy policies;
- Not sharing or selling your information to any third party for marketing purposes and not releasing information unless required to do so by law;
- Allowing you access to the information held about you. You may advise us if you think this is inaccurate or out of date;
- Where possible, we will amend any information you consider is incomplete, inaccurate or out of date;
- Providing you with a copy of our Privacy Statement;
- Explaining the reasons for collecting information, how we use it and the consequences of not having or sharing this information.

New Australian Government Charter of Aged Care Rights

The Charter describes your rights as a person receiving aged care services. These aged care rights are in addition to any other right that you have as a member of the community (eg. anti-discrimination law).

Our ongoing commitment is to work with you in a way that gives you choice and control, and upholds your rights. We have an obligation to give you the new Charter, to inform you of your rights, and to help you to understand your rights and the Charter.

We are providing the Charter to you now as part of the process of informing you about your rights. We are also letting you know about the options for getting more information about the Charter and the next steps.

Understanding the Charter

There are a number of ways you can get more information about the Charter:

- Reading the Charter booklet which is available on the Department of Health's website at <https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>
- Watching a short video which explains the Charter available at <https://opan.com.au/charter/>
- Telephoning us on (02) 49504275 to get further help to understand the Charter
- Seeking independent, free and confidential information on your rights by calling the Older Persons Advocacy Network (OPAN) on 1800 237 981, Monday to Friday, 8am-8pm.

Signing the charter – if you choose to

To reinforce our commitment to you about upholding your rights, we have signed the attached two copies of the Charter. We invite you (or your authorised person) to also sign the copies of the Charter attached, if you understand your rights and the Charter.

You do not have to sign the Charter. Your aged care services will not be affected in any way if you choose not to sign it.

However, your signature will show that we have given you a copy of the Charter and you understand these rights.

If you choose to sign the Charter, please keep one copy and return the other copy to us. You can do this by:

- giving a copy to our staff when they next visit you
- posting the copy to us at 6 Pennant Street Cardiff NSW 2282.
- scanning the signed copy and emailing it to us at admin@homemodifications.org.

More information

Please call us if you want help understanding the Charter, or if you want to raise any other matter about the services you are receiving.

Alternatively, you can call OPAN on 1800 237 981, Monday to Friday, 8am to 8pm, to discuss your rights or for free aged care advocacy services. This service is independent and confidential.

We look forward to continuing to work with you.

Kind regards
Chief Executive Officer
Hunter Home Modifications