



## Awen Case Management & Advocacy

### Aged Care Privacy Policy

#### Our Commitment to Your Privacy

At AWEN Case Management & advocacy, we are dedicated to protecting the privacy, dignity, and confidentiality of our consumers, whether you receive our services in your own home or within a residential aged care facility.

Our privacy practices are governed by the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. Furthermore, our service delivery is strictly aligned with the **Australian Association of Social Workers (AASW) Code of Ethics** and the **National Aged Care Design Principles and Guidelines**, ensuring that your personal information and physical environment are treated with the utmost respect.

#### What Information We Collect

To provide you with tailored, high-quality care and social support, we must collect personal and sensitive information.

This may include:

- **Personal Details:** Name, date of birth, contact details, and emergency contacts.
- **Health and Sensitive Information:** Medical history, cognitive and physical assessments, medication details, and care plans.
- **Social Work and Psychosocial Data:** Social history, family dynamics, emotional well-being, cultural background, and spiritual preferences.
- **Service Delivery Information:** Notes from in-home visits or facility consultations, funding details (e.g., Home Care Package or My Aged Care numbers), and legal documents (e.g., Advance Care Directives, Enduring Power of Attorney).

#### How We Collect Your Information

We prioritise collecting information directly from you, ensuring you have autonomy and control over your story.

- **Directly from You:** Through intake forms, face-to-face conversations, and ongoing care assessments.

- **From Authorised Representatives:** If you are unable to provide information, we will collect it from your legally recognised representative or family member, with your informed consent.
- **From Other Professionals:** With your permission, we may collect information from your GP, allied health professionals, or facility staff to ensure collaborative care.

### **Respecting Your Space (Aged Care Design Principles Alignment)**

We recognise that privacy extends beyond data. Whether in your private residence or an aged care facility room, our staff are trained to treat your space as your sanctuary. Information gathering will always be conducted in a way that minimises intrusion, utilises designated private spaces for sensitive conversations, and respects your physical boundaries.

### **Why We Collect Your Information**

We only collect information that is reasonably necessary to:

- Deliver personalised, safe, and effective social work and care services.
- Develop and review your individualised care plan.
- Coordinate with other healthcare providers and multidisciplinary teams.
- Fulfill our legal and regulatory obligations under the *Aged Care Act 1997*.

### **Confidentiality and Informed Consent (AASW Alignment)**

In accordance with the **AASW Code of Ethics**, we uphold strict professional boundaries regarding your confidentiality.

- **Informed Consent:** We will explicitly explain what information is being recorded, why it is needed, and who it will be shared with. You have the right to withdraw your consent at any time.
- **Limits to Confidentiality:** Your information remains strictly confidential, with the following ethical and legal exceptions:

**Risk of Harm:** If we believe you or someone else is at imminent risk of serious harm, we have a duty of care to intervene and notify appropriate authorities.

**Mandatory Reporting:** Where legislation requires us to report specific incidents (e.g., under the Serious Incident Response Scheme - SIRS).

**Legal Imperative:** If your records are subpoenaed by a court of law.

*Should any of these situations arise, we will make every effort to discuss this with you beforehand, provided it is safe and legally permissible to do so.*

## How We Store and Protect Your Information

We take robust measures to protect your personal information from misuse, interference, loss, unauthorised access, or disclosure.

- **Digital Security:** All electronic health records are stored on secure, encrypted servers with strict password and role-based access controls.
- **Physical Security:** Any hard-copy files are locked in secure cabinets accessible only to authorised personnel.
- **Secure Disposal:** Once your information is no longer legally required to be kept, it is securely shredded to a P5 security level, suitable for high-security documents.

## Sharing Your Information

We will never sell your data. We may share your information only when necessary for your care, including:

- **Multidisciplinary Teams:** Sharing relevant care updates with facility staff, nurses, Allied health professionals or your GP to ensure cohesive care.
- **Family/Advocates:** We will only share information with your family or friends if you (or your legal representative) have provided explicit, documented consent.
- **Government Bodies:** Providing necessary data to the Department of Health and Aged Care or the Aged Care Quality and Safety Commission for auditing and funding purposes.

## Accessing and Correcting Your Information

You have the right to access the personal information we hold about you and to request corrections if you believe the information is inaccurate, out of date, or incomplete.

- To request access, please contact AWEN Case Management & Advocacy.
- We aim to provide access within 30 days. In rare cases where we must legally deny access (e.g., if it would pose a serious threat to someone's safety), we will provide you with a written explanation.

## Feedback and Complaints

If you believe we have breached your privacy or have not upheld our ethical obligations, we encourage you to contact us immediately. Your feedback is vital to improving our services.

1. **Internal Resolution:** Contact AWEN Case Management & Advocacy or fill in an online feedback form at <https://app.astalty.com.au/form/a2050811-43cd-475f-b584-dfdeccaaf8cf>. We will acknowledge your complaint within 48 hours and work to resolve it promptly.

2. **External Escalation:** If you are not satisfied with our response, you may lodge a complaint with:

- **Office of the Australian Information Commissioner (OAIC):** [www.oaic.gov.au](http://www.oaic.gov.au) | 1300 363 992
- **Aged Care Quality and Safety Commission:** [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) | 1800 951 822

AWEN Case Management & Advocacy  
0434 151 864  
[support@awencma.com.au](mailto:support@awencma.com.au)  
[www.awencma.com.au](http://www.awencma.com.au)

---

**Document Control:**

- **Policy Number:** 112
- **Version:** v1.0
- **Date of Issue:** 11/08/2026
- **Next Review Date:** 11/08/2027
- **Approved by:** AWEN Case Management & Advocacy