

Privacy and Confidentiality



Sabine's Home Care Services is committed to protecting the privacy, dignity, and confidentiality of the people we support.

Our Privacy and Confidentiality policy applies to our in-home care services and explains how we respect and protect personal information in a way that supports people's rights, safety, and wellbeing.

We handle personal and health information carefully and respectfully. Information is collected and used only for the purpose of providing safe, appropriate, and person-centred care. People are informed about why their information is collected, how it will be used, and who it may be shared with.

Clear responsibility for privacy is maintained across the organisation. The Management team oversee privacy practices, and staff are accountable for following policies and reporting concerns or breaches. Our systems support safe handling of information and continuous improvement.

All staff receive training on privacy and confidentiality when they start and throughout their employment. This ensures staff understand their responsibilities and the importance of respecting people's privacy, choices, and rights.

We collect only the information needed to plan, deliver, and review care. Information is kept accurate and up to date, and people can access their information and ask for corrections where appropriate.

The people we support are given clear information about our privacy practices when they commence services and whenever there are changes. We support people to ask questions, make choices, and raise concerns or complaints without fear of disadvantage.

Personal information is kept confidential and is only shared with consent, unless sharing is needed to protect safety or meet legal requirements. Information sharing is limited to what is necessary to support care and services.

Privacy is respected during assessments, reviews, and everyday interactions. Discussions are held in private wherever possible, and individual preferences are respected. Identifying information is kept to a minimum in records and meetings.

Personal information is securely stored, protected from unauthorised access, and backed up. Information is kept only for as long as needed and is safely destroyed when no longer required. We have processes in place to respond to data breaches and regularly review our privacy systems.

Complaints and concerns are handled sensitively and confidentially. Information is shared only with those involved in resolving the issue, unless the law requires otherwise. People are supported to speak up, including through protected whistleblowing processes.

This policy follows the Aged Care Act 2024 and the Corporations Act 2001. It helps us create a safe, honest, and accountable service where people feel confident about the information we collect. A full copy of the Privacy and Confidentiality policy can be downloaded from the Staff Portal or by contacting our office on 03 9000 3590 or emailing Despina Kavnoudias (Quality, Risk and Compliance Manager) at despina.kavnoudias@shcservices.com.au