

Rights & Responsibilities

HNS value and welcome feedback about the service you experienced and the care you received. We are here to listen.

In signing the HNS Consent form from Care Coordinator and understand the following (care cannot be delivered without your signature):

Your involvement is voluntary and you can cease services at anytime.

The purpose of the health assessment / care plan with physical visit is to deliver appropriate health services.

Regular liaison with your General Practitioner (GP) to assist keep them informed.

Respect the human, legal and workplace rights of the HNS staff.

Acknowledge that care needs and services may change and these changes are in consultation with you.

It's important that you give enough information to allow HNS to develop, deliver and review your care for the best outcomes.

Allow safe and reasonable access for HNS to deliver care

Provide minimum of 24 hours notice if care is not required on a given day.

Your care is delivered in accordance with the Australian Chartered of Health Care Rights and Responsibilities.

Provide Feedback

Please call HNS by 8331 3791 or via www.homenursingsolutions.com.au or the Health Care Complaints Commission (1800 043 159).

My Rights

Access	I can access services to address my health needs.
Safety	I receive safe quality care from qualified & competent professionals.
Respect	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation	I may join in making decisions about my care and about health service planning.
Privacy and confidentiality	My personal privacy is maintained proper handling of my personal health and other information is assured.
Feedback	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

Ref: Australian Charter of Healthcare Rights

Rights, Responsibilities & Privacy

Home Nursing SOLUTIONS

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Visit us on the Web:

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15 Oct 2019

Information Privacy Principles

HNS complies with Information Privacy Principles (IPPs) Instruction when handling personal information while under contract to a government agency. The IPPs exist to keep personal information safe from inappropriate collection, use or disclosure by South Australian State Government agencies.

Collection

Only collect personal information legally, fairly and where relevant. It should not be collected unnecessarily. Individuals should be told the purpose for which their personal information is being collected and how it will be used, and to whom the agency usually discloses it. Personal information should be kept up-to-date, complete and accurate.

Storage

Personal information should be stored securely to prevent against loss or misuse or unauthorised access. Agencies should have policies concerning the storage and classification of personal information in accordance with the requirements of the Government's Protective Security Management Framework (Premier and Cabinet Circular 30), the Information Security Management Framework, and Records Management Standards and Guidelines. If you are unclear about your agency's security policies or procedures you should contact your Agency Security Advisor.

Access and correction

Individuals have a right to apply for access to their own personal information and can seek to have it corrected under the Freedom of Information Act 1991 if they consider it to be incomplete, incorrect, out-of-date or misleading.

Use and disclosure

Personal information should only be used for the purpose for which it was collected, and it should not be used for another purpose or disclosed to a third person for another purpose unless:

- the record-subject would reasonably expect it to be used or disclosed for that secondary purpose; or
- the record-subject has given consent; or
- it is required to prevent a serious threat to the life, health or safety of someone; or
- it is required by law; or
- it is required for enforcing a law, protecting public revenue, or protecting the interests of the government as an employer; or
- the agency suspects unlawful activity has been, is being or may be engaged in and the use or disclosure is necessary for its investigation of the matter or reporting its concerns to relevant persons or authorities; or » the agency reasonably believes that the use or disclosure relates to information about an individual that suggests that the individual has engaged or may engage in illegal conduct or serious misconduct in relation to a person; and the use or disclosure is appropriate in the circumstances; and is made in accordance with guidelines issued by the Minister.

The IPPs are not intended to prevent disclosure of personal information where it is in the public interest to do so, such as a serious threat to the life, health or safety of a child or any other person. It specifically does not prevent the disclosure of information where there is lawful reason to do so, such as a mandatory reporting obligation under the Children's Protection Act 1993. If a State Government agency intends to undertake a program or action of significant public interest that does not comply with one or more of the IPPs it may apply to the Privacy Committee of South Australia for an exemption. The Privacy Committee can grant exemptions from the IPPs on any conditions as it sees fit.

Home Nursing Solutions is a family business owned and operated by nurses, who specialise in Palliative Care, Home Care and NDIS Approved Disability Care to residents in Adelaide.

Palliative Care Support – Choose the way you want to live toward the end of your life

Home Care Services – Helping people live at home comfortably and safely

NDIS Approved Disability Care – Your loved one is in safe and qualified hands

You direct your care the way you want to,
and we are here to facilitate that.

Your Care - Your Way.

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