

DACS Privacy

Enabling older people to maintain their
independence and wellbeing



Privacy Principles

Dementia and Aged Care Services (DACS) is bound by the Privacy Act 1988 and Australian Privacy Principles which requires that organisations who hold 'personal information' about people handle that information responsibly. When information is collected for the purposes of delivery of a health service this sort of information is also deemed to be 'sensitive information'.

DACS is committed to protect your privacy by keeping personal and sensitive information secure and protected from loss, misuse and unauthorised access, modification or disclosure.



Use and Disclosure

DACS provides a wide range of support at home services for the community including frail aged and people with dementia and their carers. These services include flexible respite, domestic assistance, personal care, allied health, home maintenance, carer support and more.

DACS employees are not permitted to provide anyone with information or copies of your personal information except when:

Expressly authorised by law to do so

- ✓ It is in the interest of public health or safety
- ✓ You give your prior written consent
- ✓ The information is given to the Commonwealth or State or one of their entities under certain specified conditions
- ✓ It is in the best interest of the care being provided

DACS may hold personal information for the following purposes:

Prospective Clients / Clients

- ✓ To provide appropriate ongoing care and/or support
- ✓ To comply with the provisions of legislation, regulations and other external requirements including government funding bodies
- ✓ To determine eligibility to entitlements and services
- ✓ To enable lawful contact with any nominated person with regard to health status or to provide information to other agencies as required
- ✓ To assist in the evaluation and development of the DACS's services

Students / Participants in Education Courses /Sessions

- ✓ To enable DACS to contact students / participants and provide them with relevant information about appropriate courses / sessions
- ✓ To comply with the provisions of statutory government bodies governing the delivery of education courses and/or funding bodies

Prospective Employees

- ✓ To enable DACS to properly assess the quality of applications for employment applied for

Direct Marketing

Occasionally we may use your personal information to provide you with marketing materials in relation to services. If you would not like to receive this material you may notify DACS to remove your name from the mailing list.

Type of Information Held

DACS may hold personal information, and in some cases, sensitive health information, to enable us to provide you with relevant, quality services. Personal information is any information that can identify an individual.

Use and Disclosure

An individual may access personal information held about them by DACS on request except where DACS can lawfully deny or limit access as prescribed by the Privacy Act 1988 and Australian privacy principles.

Access can be granted by reaching out to DACS at 1800 322 767 or contacting our Resource Centre at 07 3422 3000 to complete the Request for Access to Personal Information Form; AAQ-F-011.

Individuals are not obligated to provide a specific reason when requesting access to their personal information.



DACS may choose to charge for the service of providing access. What is charged will be reasonable and consistent with the fees imposed by the Commonwealth for access to documentation under the Freedom of Information Act 1982 (reformed 2010).

DACS will not charge a fee for lodging a request for access.

If the individual believes the personal information held about them is inaccurate, incomplete or not up to date, the individual may request amendment.

Grievance Procedure

If you have any concerns or wish to provide feedback about DACS management of your personal information, please call 1800 322 767 or email enquiries@dacs.org.au

Contact Us

If you have any questions, complaints or require further information, please contact Dementia & Aged Care Services



DACS enquiries
1800 322 767

Dementia Help Line
1800 639 331

enquiries@dacs.org.au

www.dacs.org.au