

Privacy Policy

Purpose

Local Guardians (ABN 91 158 357 674) is committed to managing personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) (Privacy Act) and in accordance with other applicable privacy laws.

This document sets out our policies for managing personal information and is referred to as the Local Guardians Privacy Policy.

Policy Statement

Clients and prospective Clients

When a client or client representative enquires about the organisation's services or when an individual becomes a client of Local Guardians, a record is created which includes their personal information.

The type of personal information that Local Guardians collects may vary, but will typically include:

- The individual's name, e-mail, physical address and other contact details;
- personal details such as date of birth, family and emergency contacts, ethnicity and languages spoken, care services needed, care plan details, progress/care notes, health conditions, activities, interests, circumstances; and
- any additional personal information provided or authorised to be collected during interactions with Local Guardians.

Sensitive Information

Due to the nature of its services, Local Guardians may collect information which is considered sensitive information. This may include information about the individual's health conditions and care requirements.

Individuals can choose not to provide Local Guardians with requested personal or sensitive information, but this may limit or prevent Local Guardians from delivering some or all of the services you have requested.

Collection purposes

The purposes for which Local Guardians typically collects and uses personal information depends on the nature of the individual's interaction with the organisation and may include:

- managing, planning, and administering services; or

- responding to enquiries and complaints.

Local Guardians generally collects personal information directly from the individual. Personal information may be collected or updated via phone, email, internet, social media, or in person. Personal information may also be collected from other sources, including:

- referral partners and suppliers;
- government departments or agencies, for example the Department of Health through their ACAT assessments; and / or
- third-party suppliers and contractors engaged to support the operation of the business and the delivery of support and package management services to clients.

Can individuals engage with Local Guardians anonymously?

Local Guardians will provide individuals with the opportunity to remain anonymous or use a pseudonym where it is lawful and practicable (for example, when making a general enquiry or a complaint). In most cases, it is not practicable for Local Guardians to engage with individuals anonymously or under a pseudonym on an ongoing basis.

How do Local Guardians hold information?

Local Guardians stores information on electronic record keeping methods in secure databases (including trusted and secure third-party storage providers based in Australia). The organisation takes reasonable steps to protect individuals' personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

Local Guardians' websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information online.

Local Guardians takes steps to destroy or de-identify information that is no longer required.

Do Local Guardians use or disclose personal information for direct marketing?

Local Guardians may use personal information to inform clients about the organisation's services or upcoming changes. Personal information is not shared for direct marketing purposes.

How does Local Guardians use and disclose personal information?

For Clients

Local Guardians will take all reasonable steps to protect the confidentiality of personal information provided, to the extent permitted by law as far as legally permissible.

Personal information may be used, provided, or obtained for the following purposes:

- a) providing services to the individual;
- b) fulfilling internal business operations and legal requirements;
- c) supplying information about the organisation and its services;
- d) sharing information with nominated emergency contacts or related entities;
- e) engaging organisations and carers who support the operation of the business;
- f) exchanging information with other service providers involved in the individual's care;
- g) administering billing and payments and debt recovery processes;
- h) conducting continuous improvement activities;
- i) undertaking statistical analysis and reporting;
- j) training staff, contractors and other workers;
- k) managing risks legal liabilities, and claims (for example, liaising with insurers, legal representatives, and auditors); and/or
- l) responding to enquiries and complaints about the services provided.

This may include sharing information with government agencies, including the Australian Aged Care Quality and Safety Commission, where required.

Other uses and disclosures

Personal information may also be used and disclosed for other purposes communicated at the time of collection, or as otherwise outlined in this Privacy Policy.

Does Local Guardians disclose personal information overseas?

Service providers engaged by Local Guardians may be located within Australia and overseas. Personal information may be transferred or disclosed to third parties outside Australia, including, for example, providers of information technology and telecommunications services.

Disclosure or transfer to overseas recipients will only occur where reasonable steps have been taken to ensure that those recipients do not breach the Australian Privacy Principles in relation to the personal information.

How can individuals access or seek correction of their personal information?

Clients (or their authorised representatives) have the right to access personal information held by Local Guardians, including care records. Requests can be made verbally or in writing and must be directed to the Support Office or a delegated team member.

Individuals will not be charged for making a request to access your personal information.

Local Guardians will:

- Acknowledge access requests within 5 business days.
- Provide access within 30 calendar days unless lawful exemptions apply (e.g. serious risk to life or privacy of others).
- Offer information in the requested format where practicable (e.g. printed, email, or verbal summary).
- Provide a written explanation if access is refused and outline the individual's right to lodge a complaint with the relevant authority.

Local Guardians will take reasonable steps to ensure that the personal information collected, used or disclosed is accurate, complete and up to date. Individuals may also request corrections to their information. All corrections will be reviewed and actioned within 10 business days where appropriate. All client records are securely stored, with access restricted to authorised staff.

Local Guardians may decline the request to access or correct personal information in certain circumstances in accordance with the Australian Privacy Principles. If the organisation does refuse a request for information, a reason for this decision and, in the case of a request for correction, a statement with the client's personal information and requested correction will be provided.

What should an individual do if they have a complaint about the handling of their personal information?

Individuals may contact Local Guardians on the details listed below, if they have any questions or concerns about this Privacy Policy or about the way in which their personal information has been handled. For information on how complaints are managed, please refer to the organisation's complaints policy.

If an individual is not satisfied with the response to a complaint, or believes that Local Guardians may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or by using the contact details on the OAIC website <https://www.oaic.gov.au/>.

How are changes made to this privacy policy?

Local Guardians may amend this Privacy Policy from time to time, with or without notice. Individuals are encouraged to visit the organisation's website regularly to stay informed of any updates.

How can individuals contact Local Guardians?

Email: support@localguardians.com

Phone: (03) 7067 0555

Version History

Version number	Summary of change	Approved by	Effective date
1	Creation of policy to ensure that all customer data is managed with the highest level of confidentiality and security.	Board	15 August 2024
2	General enhancements and improvements.	Board	30 July 2025