

CITY OF UNLEY - ACTIVE AGEING

Privacy & Confidentiality

The City of Unley's Commonwealth Home Support Program (CHSP) is committed to protecting your personal information and letting you know the type of information we collect and how this information is used. Although Local Government is exempt from the Privacy Legislation, we base our commitment on the Australian Privacy Principles developed by the Australian Privacy Commissioner.

When you make contact with the CHSP team the personal information collected is what you tell us about yourself and if necessary, with your consent, information from other relevant sources. We gather this information to provide a service to you that is relevant to your need.

Unley Council's CHSP Program will not use or disclose any information about you without your consent unless legally required to do so. We will take all reasonable steps to keep information we hold about you secure, accurate and up to date. We will also ensure that employees respect the confidentiality of any personal information held.

Access to Personal Information

You may ask to see your personal information held by the Council. This process is governed by the Freedom of Information Act 1991 (FOI Act) which provides a range of tests and conditions under which the Council may, or may not, release information held in its records.

There is an application form to submit a Freedom of Information request. An application fee is to be paid before an FOI request is processed unless you are entitled to a concession under the FOI Act. You may contact the Council's Freedom of Information Officer to discuss your requirements. FOI application forms and guidelines are available from the Customer Service Centre, Council's website or www.archives.sa.gov.au

The Council will correct any personal information on its records that it considers inaccurate, incomplete, misleading or out of date.

If you are dissatisfied with the information supplied, you may request a review of the determination under the process in the FOI Act

Client Consent

You will be requested to complete a client consent form. Please ensure you read and understand how your personal information will be used in the delivery of CHSP services.

For more information please phone Active Ageing Home Assist on 8372 5198.



The program is funded by the Australian Government, the State Government and the City of Unley for people who are aged and frail or have a disability, and their carers. HACC is funded by the Australian Government Department of Social Services.

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