

Our pledge of privacy

At SHine SA we are committed to ensuring the privacy of personal information provided to us. We believe that respect for your privacy is paramount in earning and maintaining your trust.

SHine SA is bound by the 10 National Privacy Principles that form part of the *Privacy Amendment (Private Sector) Act 2000*. We have a *Confidentiality Policy* which is available from SHine SA.

SHine SA is a training organisation

We will tell you when a doctor, nurse or health worker is in a clinic for training, or if a student is working with staff. You can choose whether or not to have them present.

We support our clients' rights

SHine SA supports your right to:

- refuse treatment or service
- agree to or refuse the presence of trainee practitioners or students
- choose to have another person present at your appointment
- request a transfer to another health worker
- have access to your own health records
- ask that any misleading or incorrect information be corrected
- make complaints and have them investigated
- have continued access to services after making a complaint

We ensure that:

- you are given full information about your health and health care options to help you make informed choices
- your **confidentiality** and **privacy** are maintained
- you are given information about circumstances in which we are legally required to report, such as child sexual abuse, subpoenas or notifiable infectious diseases

Contact SHine SA

Clinic & Counselling Appointments and General Enquiries

Tel: **1300 794 584**
Clinics are located throughout the metropolitan area.

Sexual Healthline

Talk to a sexual health nurse about any sexual health issue. Available 9 am – 1 pm, Monday – Friday

Tel: **1300 883 793**
Country callers (toll free): 1800 188 171
Email: sexualhealthhotline@health.sa.gov.au

Website

www.shinesa.org.au

National Relay Service: www.relayservice.com.au
133 677 (TTY/Voice) 1300 555 727 (Speak & Listen)

Client rights

SEXUAL HEALTH INFORMATION
NETWORKING & EDUCATION SA



About SHine SA

SHine SA is a sexual health agency that has been providing sexual health services to the South Australian community since 1970. Services include clinics, counselling, community and workforce education programs, library facilities, health promotion campaigns, resources and the Sexual Healthline.

At SHine SA you'll be treated with respect and receive quality health care at all times

This means that you:

- will be listened to and taken seriously
- will be given full information about your health, and your choices for treatment
- will be spoken to in a clear and respectful manner and in a language you understand
- can ask to change the worker you see
- can say NO to any treatment or advice offered
- can ask for an interpreter
- can choose to have someone else present during your appointment, such as a friend, partner, relative or an advocate

Registering as a SHine SA client

SHine SA is part of a data collection system which is shared by the metropolitan primary health services in South Australia.

When you access SHine SA's services for clinic services, counselling, community programs or professional education you will be asked to fill in a registration form.

The information you provide to us is voluntary.

Your details are entered into a computer system. As indicated on your registration form, some of your information will be shared with other organisations within the primary health network. However, your information on our system **will not** be shared with Centrelink, Housing SA, Families SA, Police or the Tax Office unless required by law or unless you give us permission to do so.

The person who is registering your details will discuss this with you. All workers are bound by strict confidentiality rules. The reasons why you visit our agency and the services we provide to you are only available to workers at SHine SA.

We need to record information about you to assist us in providing high quality health services. Please be assured that only relevant information is recorded.

If you have any concerns for your safety or privacy, there are options available to hide your name, address and phone number. Please let a SHine SA worker know if this is the case.

Clinic and counselling clients

If you see more than one of our health workers on a one-to-one basis, please be aware that all of them will use the same client file. Only workers directly involved with your health care can access your file.

Course and program clients

Only workers directly involved with the course or program can access your file. Your registration form is stored securely and is part of the complete course information record which is kept permanently at State Records. These records cannot be publicly accessed for 100 years.

How is your personal information managed?

We will not share your information unless you have given consent for this to happen or there is a legal obligation to do so.

To assist in the improvement of our service, reviews are conducted regularly. Some reviews assess staff recording practices and your filed information may be looked at for this purpose. Reviews do not focus on personal information and your personal information will remain confidential.

You may access your client file or course registration information either informally, through discussion with your SHine SA worker, or formally, through the *Freedom of Information Act 1991*. You are entitled to ask that any misleading or incorrect information be corrected.

Unless you tell us otherwise, we will assume that you have agreed to how we handle your personal information as outlined. Please speak to your SHine SA worker if you have any questions or concerns.

Limitations to confidentiality

SHine SA adheres to the *Children's Protection Act 1993*. We are legally required to share personal information if we believe in doing so it will protect the safety and wellbeing of children and young people. If a disclosure of information does occur, we would endeavour to inform the client and to work with them through this process, unless it is deemed unsafe to do so.

Examples of times that SHine SA would be required to make a mandatory report:

- A young person, 17 years of age, who is having sex with someone who is 13.
- A young person who tells the clinician they are being abused by a family member.

If you have comments or complaints about SHine SA services we will listen

You can:

- speak directly to your SHine SA worker
- ask to speak to a Manager
- fill out a feedback form available at each site
- contact SHine SA's Chief Executive Officer:
Tel: 1300 794 584
Toll free: 1800 188 171 (country callers only)

If you give your name and contact details we will tell you what has been done about your comment or complaint.

We will keep your personal details confidential. We will continue to provide you with a high quality service.

SHine SA has endorsed the *Charter of Rights for Children and Young People in Care*, for children and young people who are under the guardianship or in the custody of the Minister.