

Privacy and Consent

1.1. Collection of Personal and Sensitive Information

To provide services under this agreement, the Provider is required to collect personal and sensitive information from the Client and/or their Representative. This may include:

- Identifying information such as name, date of birth, country of birth, and emergency contact details
- Health and medical information relevant to service provision
- Details of services accessed, and preferences expressed by the Client

This information is collected with informed consent, in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles, and the Aged Care Act 2024.

1.2. Purpose of Collection

The information is collected to:

- Deliver safe, person-centred, and culturally appropriate care and support
- Respond to medical or other emergencies appropriately
- Meet legal and regulatory obligations under the Aged Care Act 2024
- Fulfil reporting and funding requirements to relevant government departments
- Undertake service planning, quality improvement, and compliance activities

1.3. Use and Disclosure of Information

The Provider will only use or disclose personal and sensitive information:

- For the purposes outlined above
- To emergency services, healthcare providers, or authorised personnel where necessary for the Client's safety or wellbeing
- To government agencies or regulators as required or authorised by law
- To third parties only with the Client's informed consent, or the consent of their Representative

1.4. Consent to Collect, Use, and Share Information

The Client and/or their Representative will be asked to provide consent for the collection, use, and disclosure of personal and sensitive information

Consent may be withdrawn at any time in writing. Withdrawing consent may affect the Provider's ability to continue providing certain services.

1.5. Representative Authority

The Client may nominate a Representative to act on their behalf in relation to matters under this agreement, including consent to information sharing.

The Client and/or their Representative may revoke this authority at any time in writing. The Provider will update records and service delivery accordingly.

1.6. Privacy Policy

The Provider manages personal information in accordance with its Privacy Policy, which outlines how information is collected, stored, accessed, and disclosed. A copy of the Privacy Policy is available upon request or on the Provider's website.