

Privacy and Confidentiality

POLICY STATEMENT

Julia Creek Home Care respects the privacy and confidentiality of consumer, worker and organisation information in line with privacy legislation and regulations.

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1 PURPOSE

To provide organisational guidance in ensuring privacy and confidentiality is upheld for all stakeholders.

2 SCOPE

Julia Creek Home Care Commonwealth Home Support Program

3 PRINCIPLES FOR THE COLLECTION OF CONSUMER INFORMATION

Julia Creek Home Care is committed to the principles outlined in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012¹. We have in place procedures that ensure compliance with the legislation including the protection of sensitive information including health information. We use the Office of the Australian Information Commission (OAIC) documents - Protecting

¹ Australian Government Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012

Customer's Personal Information² and the Guide to Health Privacy³, as guides to our privacy plan and processes.

4 PRIVACY PLAN

The way we ensure the privacy and confidentiality of consumers is detailed below.

4.1 ACCOUNTABILITY

- We have clear lines of accountability for privacy management. The CEO is directly responsible for privacy and for reporting to the Council on any issues, including breaches. Executive Management is responsible for ensuring our policies, processes and procedures are implemented and followed and reports any issues to the CEO. Workers with any privacy issues or queries can approach their immediate Supervisor or the relevant Manager.

4.2 TRAINING

Management, workers and Volunteers are provided with annual training and information as required, including periodic reviews of the information on the Statement of Rights of consumers to privacy and confidentiality and the processes to support this. Training is provided to workers and Volunteers as needed and orientation.

4.3 INFORMATION COLLECTION

- We only collect information about consumers that is relevant to the provision of their support, and we explain why we collect the information and what we use it for. Information collected can include personal details, contact details, family/ supporter⁴ details, medical history, health care provider details, financial information, assessments, clinical notes, medications, Medicare/healthcare fund details, specialist reports, test results and referral information
- We also ensure an identification check is conducted for all consumers when contacting them by telephone (Home Care) or when providing care and services.
- We take steps to correct information where appropriate and regularly review consumer information with the consumer or their supporters/ substitute decision maker to ensure it is accurate and up to date
- Consumers can ask to see the information that we keep about them and are supported to access this information (See below Consumers Right to Access Information) subject to the Grounds for Refusing Access⁵ specified in the Privacy Act 1988.

4.4 INFORMATION PROVISION

- The Client Agreement outlines our approach to maintaining the privacy and confidentiality of consumer information. Consumers are provided with a copy of their agreement on commencing with Julia Creek Home Care, and whenever the information substantially changes. The information in the Client Agreement including our Privacy Policy is explained to consumers during service commencement and when seeking consent

² Australian Government Office of the Australian Information Commissioner [Protecting Customers Personal Information](#) Accessed August 2025

³ Australian Government Office of the Australian Information Commissioner [Guide to Health Privacy](#) May 2025, Accessed August 2025

⁴ Supporters is used inclusively to refer to registered supporters, substitute decision-makers, advocates and other persons supporting the consumer.

⁵ Australian Government Office of the Australian Information Commissioner [Chapter 12: APP 12 Access to personal information](#) 12.33 Accessed August 2025

- Consumers are supported by us should they have a complaint or dispute regarding our Privacy Policy or the management of their personal information.

4.5 INFORMATION SHARING

- All information relating to consumers is confidential and is not disclosed to any other person or organisation without the consumer's consent except in cases of serious threat to the consumer where they are not able to consent⁶
- Except with the written consent of the person, personal information is not disclosed to any other person other than the reasons outlined in their Client Agreement, including:
 - for a purpose connected with the provision of aged care to the consumer by us or
 - for a purpose connected with the provision of aged care to the consumer by another provider or
 - for a purpose for which the personal information was given by or on behalf of the consumer or
 - for the purpose of complying with an obligation under the Aged Care Act 2024, the Aged Care (Consequential and Transitional Provisions) Act 2024 or any of the Aged Care Principles⁷
- The provision of information to people outside the service is authorised by the relevant Manager
- We do not discuss consumers or their support with people not directly involved in supporting them.

4.6 ENSURING PRIVATE ENVIRONMENTS

- Reviews are always conducted in private with the consumer and the relevant team member unless the consumer consents to a supporter being present
- During consumer assessments and reviews the relevant team member asks the consumer about any privacy requirements they have such as their preference for a male or female Support Worker. These are noted on their assessment form and on the support plan
- Any discussions between workers about consumers are held in private spaces
- Any references to individual consumers in meeting minutes refer to the consumer by initials only or another unique identifier, such as their consumer number.

4.7 RECORDS MANAGEMENT

- Consumer files are stored in secured filing cabinets and securely archived. Electronic information is securely stored and securely backed up
- We confidentially archive and then destroy any personal information held about our consumers when it is no longer necessary to provide support and in accordance with record-keeping requirements under the Aged Care Act.
- We have a comprehensive data breach response plan to be implemented in the event of a data breach
- Our policies, processes and procedures are reviewed and updated through our regulatory compliance and continuous improvement processes, including the review of Policies and Procedures over a three-year period (and when requirements change) and ongoing audits of all processes.

⁶ See Australian Government Office of the Australian Information Commissioner [Chapter 6: APP 6 Use or disclosure of personal information](#) and [Chapter C: Permitted general situations](#) Accessed August 2025. See also [Aged Care Rules 2025](#) 165-15(l)

⁷ Australian Government Federal Register of Legislation [Aged Care Act 2024](#) Part 3—Aged care rights and principles Division 2- Aged care principles 25 Statement of Principles p 53

5 CONFIDENTIALITY OF COMPLAINTS AND DISPUTES

As far as possible, the fact that a consumer has lodged a complaint and the details of that complaint, are kept confidential amongst workers directly concerned with its resolution. Similarly, information on disputes between a consumer and a worker or a consumer and a carer is kept confidential.

Information provided in a complaint or feedback is otherwise only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances⁸. The consumer's permission is obtained prior to any information being given to other parties whom it may be desirable to involve in the resolution of the complaint or dispute.

Individuals may also raise concerns or make disclosures under whistleblower protections where even stricter confidentiality provisions apply.

⁸ Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-15(l). See also Australian Government Office of the Australian Information Commissioner [Chapter 6: APP 6 Use or disclosure of personal information](#) and [Chapter C: Permitted general situations](#) Accessed August 2025

DOCUMENT INFORMATION

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|---------------------------------------|---|
| Owner** | Community Services Team Leader |
| Date Approved | 17 February 2026 |
| Applicable Aged Care Programs | CHSP |
| Review History | Version 1.0 Developed: 17 February 2026 |
| Date of review and summary of changes | February 2026: updated terminology in line with the Aged Care Act 2024, Aged Care Rules 2025. Moved Consumers' Right to Access Information to the Information Management Procedure. |
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**The person responsible for ensuring the Procedure is appropriate, followed and maintained up to date.