

Privacy, Confidentiality and the Collection, Use, Storage and Disclosure of Personal Information.



Cura Aged Care is an brand under the Multicultural Communities Council Gold Coast (MCCGC). As such, our policies, guidelines, and governance sit under MCCGC's umbrella as our parent organisation.

MCCGC is committed to handling your personal information in a confidential manner and in accordance with privacy laws. This includes, the *Commonwealth Privacy Act 1988*, the *Queensland Information Privacy Act 2009*, the *NSW Privacy and Personal Information Act 1998* and the *Australian Privacy Principles*.

When you agree to be a client of MCCGC, you will be asked to sign a **Consent Form** relating to your personal information.

The Consent Form is your authorisation for our organisation to collect and store information about you. We use this information to help deliver high quality care and/or supports. We also use non-identifiable information to monitor trends across our services to help identify opportunities for improvement. The Consent Form also seeks your permission to nominate who we may disclose your personal and service information to, i.e. people involved in your care and/or supports. This may include your nominated representative, a family member or other third-party.

Requests for information relating to your personal information that is not related to your care and/or supports, will require additional written consent from you before being released e.g. a request for information from a solicitor or an insurance company.

What information do we collect and store?

MCCGC collects a variety of information about you to help deliver appropriate care and quality services. This includes, but is not limited to demographic (e.g. age, sex, address, date of birth), sensitive (e.g. health, Centrelink) and service information.

How do we use the information?

The primary purpose for collecting personal information is to facilitate the provision of care and support tailored to your needs, in compliance with the legislative requirements under which MCCGC operates. Additionally, this information serves as a communication resource for staff members involved in your care and support, thereby promoting the delivery of high-quality services.

MCCGC may occasionally be audited by funding agencies to verify agreement compliance. Most audits require only de-identified information; if identifiable information is needed, MCCGC will obtain your informed consent.

MCCGC utilises multiple Client Information Systems to administer its programs. These systems include automated functions enabling staff to search for and extract information to assist in the delivery and monitoring of care and support services.

Who can access my information?

Only MCCGC staff involved in delivering your services and/or supports will access your personal and service information.

Other interested parties that you have authorised us to disclose information to e.g. your general practitioner, carer, trusted family member or representative.

In the case of an emergency or where you or another individual may be in danger, we may be required to disclose personal information to a treating health professional, an emergency service worker or the Aged Care Quality and Safety Commission or the NDIS Quality and Safeguards Commission to protect you from harm.

If there is an incident or complaint related to your care and/or support, members of the Executive Management Team and/or the Quality Support Officer may access your personal information to meet regulatory requirements or respond to a request for information by e.g. the Aged Care Quality and Safety Commission or the National Disability Insurance Agency Quality and Safeguards Commission.

Where information is shared for the purposes of managing the business, internal education, or external audit, only aggregate and/or de-identified data will be used.

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Where is the information stored?

Your information is stored electronically in our relevant Client Information System in a secure manner. Some services also have paper-based records. All documentation relating to you makes up your complete client record.

How long is the information stored?

In general, adult client information is generally stored for 7 years from the last service contact. For children, information is generally held until a child reaches 18 years of age and 7 years after their last service provision. Personal information that is no longer required to be maintained is destroyed in a confidential manner.

How long is my consent valid for?

Your consent is valid for the life of your service. However, you can withdraw part or all of your consent at any time. Complete withdrawal of consent may impact on MCCGC's ability to provide you with quality care and/or supports.

Can I access the information you collect about me?

You have a right to access the information that we collect and store about you. A copy of your client record/s will be provided in an accessible format to you within 30 days of the request.

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Participant Consent Form. Collection, Use and Disclosure of Personal Information.

I am providing consent to MCCGC to collect, use, disclose and store my personal information as required to provide high quality care and/or supports to meet my needs and goals. I understand that the information will be managed as outlined in the organisation's Consent Fact Sheet.

Part 1 – Client/Participant Details.

Full name:	
Date of birth:	
NDIS/Aged Care number/Other:	
Contact phone number:	
Contact email:	

Part 2 – Legally appointed decision maker/representative.

Full name:	
Date of birth: (DD/MM/YYYY)	
Relationship to the client:	
Your phone number:	
Your contact email:	

Part 3 – Consent to share personal and service information with other third parties.

In addition to MCCGC staff involved in my care and/or supports, I consent to sharing relevant information collected as part of my service provision with the following third parties (Please tick):

- ☐ General Practitioner/Doctor
- ☐ Community and Allied Health professionals involved in my care/supports
- ☐ Associated Providers that have been screened to deliver services as requested as part of my Service Agreement and/or Care Plan or Support Plan
- ☐ Services Australia/Centrelink
- ☐ Department of Housing (Qld) or Department of Communities & Justice (NSW)
- ☐ Emergency Services/Responders
- ☐ To Agency funding the service for audit purposes e.g. The Department of Health, Disability and Ageing
- ☐ Next of Kin/Family member(s)/Other – please specify below e.g.:

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Participant Consent Form (Continued).
Collection, Use and Disclosure of Personal Information.

Part 4 – Specific Individuals or third parties that consent is NOT granted to (specify below).

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Part 5 – Authorisation.

Name of Representative	Signature	Date