

# Privacy and Consent

How we handle your information and the choices you have.

Information for clients, families and authorised representatives.



# Privacy and Consent

## Informed choice

We only collect and share information that is needed to support your care and meet our obligations. We will tell you what we are doing and why—and you can ask questions at any time.



## Privacy in Plain English

### *What this means for you*

- We collect personal and health information so we can provide safe, coordinated services.
- We use it to plan supports, communicate with you, manage risk and meet quality and legal obligations.
- We share information only on a need-to-know basis (and with your consent where required).
- You can ask to access or correct your information.
- You can make a privacy complaint if something doesn't feel right.

## Emergency

If this is an emergency or someone is in immediate danger, call **000**.

## Our privacy commitment

We respect your privacy. We collect and use personal and health information so we can provide safe, coordinated services and meet our legal and quality obligations. Where applicable, we handle personal information in line with Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

## What information we collect

- Identity and contact details (e.g., name, date of birth, address, phone, email)
- Emergency contact and authorised representative details
- Funding and administrative information (e.g., plan management or insurer details)
- Health and support information relevant to safe service delivery (this may include sensitive information)
- Care notes and service delivery records (e.g., attendance, progress notes, incidents)
- Allied Health assessments and reports (where applicable)
- Communication records related to service delivery (e.g., emails, phone calls, messages)

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## How we collect information

- Directly from you
- From your guardian/nominee or authorised representative
- From referrers and other providers (e.g., hospitals, GPs, allied health practitioners, support coordinators) where relevant
- From funders or plan managers where needed to deliver services and manage billing

## Why we collect and how we use information

- Assess whether our services are suitable and safe for you
- Plan and deliver supports and coordinate care across teams
- Communicate with you and relevant people involved in your care (with consent where required)
- Manage risks, incidents, feedback and complaints
- Meet quality, safety and compliance obligations
- Manage billing and administration

## Why we collect and how we use information

- We share information on a need-to-know basis and only for legitimate service delivery and compliance reasons. This may include:
- Our workforce (employees and contracted clinicians) involved in your care
- Your nominated contacts (e.g., family, guardian, nominee) as authorised by you
- Referrers and care partners (e.g., support coordinators, hospitals, GPs, allied health providers) where relevant and authorised
- Funders/plan managers/insurers where required for service delivery and billing
- Regulators or oversight bodies where required by law
- Emergency services if there is a serious and imminent threat to life, health or safety

## Overseas Disclosure

We aim to keep information stored and managed in Australia. Some technology providers may use overseas support or processing in limited circumstances. Where overseas disclosure occurs, we take reasonable steps to ensure appropriate safeguards are in place.

## How we keep information secure

- Access controls and user authentication (need-to-know access)
- Secure systems for storing records and documents
- Policies, training and supervision for staff and contractors
- Audit logging and monitoring where appropriate



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## Why we collect and how we use information

- You can request access to the personal information we hold about you.
- You can ask us to correct information if you believe it is inaccurate, incomplete or out of date.
- You can withdraw or change certain consents (note: this may affect our ability to provide some services).
- You can make a privacy complaint if you are concerned about how your information is handled.

## Children and authorised representatives

If services are provided to a child or to a person who requires an authorised representative, we will confirm the appropriate consent authority (e.g., guardian or nominee) and document it.

## Data breaches

If a data breach occurs that is likely to result in serious harm, we will respond in line with our obligations, which may include notifying affected individuals and relevant authorities.

## How to contact us about privacy

To ask a privacy question, request access/correction, or lodge a complaint, contact Cross Care Group via the Contact page on our website. Please include your preferred contact details so we can respond.

## Why we collect and how we use information

We keep records for as long as required to provide services and meet legal, regulatory and quality obligations. Retention periods depend on the type of record and the context in which services are provided.

