

## PRIVACY STATEMENT

- Your files and other information are securely stored.
- We only collect information about you that is relevant to the provision of support and we explain to you why we collect the information and what we use it for.
- We seek consent from you to, in an emergency, disclose personal information to other health service providers to provide emergency care or services.
- We seek consent from you to provide access to your records to government officials (or their delegates) for quality reviews or the investigation of complaints. We advise you that these individuals are required to keep all information accessed through this process confidential.
- Information provided to government bodies regarding service provision does not identify you. If any information is provided to outside government agencies for data purposes, we ensure that the information is de-identified and we make a note in your record of what information was shared and to whom.
- You can withdraw consent to share personal information at any time.
- Subject to certain exceptions, you can ask to see the information that we keep about you and are supported to access this information if requested, within 30 days of the request. Information is provided in a format accessible by you. You can nominate a representative to access your records held by GOC Care.
- All information relating to you is confidential and is not disclosed to any other person or organisation without your permission.
- We only share information when it is necessary to ensure appropriate support is delivered and only with your permission/consent beforehand.
- We do not discuss you or your support with people not directly involved in supporting you
- We take steps to correct information where appropriate and regularly review your information to ensure it is accurate and up to date.
- Reviews are always conducted in private with you and our staff member or when you consent, with your nominated representatives (e.g. carer, advocate).
- During your reviews our staff member asks you about any particular privacy requirements you have such as a preference for a male or female support worker. These are noted on your assessment form and support plan.
- Any discussions between staff about you are held in a closed office.
- You are supported by us should you have a complaint or dispute regarding our privacy policy or the management of your personal information.
- Any references to you in meeting minutes refer to you by initials only or another unique identifier.
- We confidentially destroy any personal information held about you when it is no longer necessary to provide support.