

Privacy Policy Statement

Privacy and Personal Information

Information for Associated Providers

Churches of Christ in Queensland (COFC) is committed to respecting and protecting the privacy of individuals who access, or seek to access, Australian Government-funded aged care services.

This Privacy Statement explains, in clear and simple terms, how personal information is handled by COFC and what is expected of Associated Providers delivering services on COFC's behalf or in partnership with COFC.

Our Commitment to Privacy

COFC manages personal information openly, responsibly and in line with the law. We recognise that privacy is fundamental to dignity, trust and quality care.

COFC and Associated Providers are required to handle personal information in a way that:

- Respects each person's privacy and confidentiality
- Supports safe, high-quality and person-centred care
- Complies with applicable privacy and aged care legislation

What Is Personal Information?

Personal information is information or an opinion about an identified individual, or an individual who can reasonably be identified. This includes sensitive information, such as health information.

In aged care, personal information may include details needed to assess eligibility, deliver care safely, communicate with individuals and their representatives, and meet legal obligations.

How Personal Information Is Collected and Used

COFC collects and uses personal information only where it is reasonably necessary to:

- Deliver aged care services
- Assess eligibility and plan care
- Communicate with individuals, families, carers and representatives

- Meet funding, regulatory and legal obligations

Personal information is generally collected directly from individuals, their authorised representatives, or relevant referral sources. Where information is collected indirectly, reasonable steps are taken to ensure individuals are aware.

Sharing Personal Information

There are times when personal information must be shared to support care and service delivery.

COFC may share personal information with:

- Associated Providers delivering services on COFC's behalf
- Health professionals and other service providers involved in care
- Government agencies and regulators, where required or authorised by law

Information is shared only for legitimate purposes and in accordance with privacy laws. Associated Providers must only use personal information for agreed service delivery purposes and must protect it at all times.

Keeping Information Secure

COFC takes reasonable steps to protect personal information from misuse, loss and unauthorised access. This includes physical, electronic and organisational safeguards.

Associated Providers are expected to:

- Apply appropriate security controls
- Limit access to personal information to authorised workers
- Report privacy incidents or breaches promptly in line with agreed processes

Individual Rights Under Aged Care Law

Under the Aged Care Act 2024, individuals have the right to:

- Have their personal information respected and protected
- Access information about their care and services
- Be informed about how their information is used
- Raise concerns or complaints without fear of disadvantage

COFC and Associated Providers must act compatibly with these rights when handling personal information.

Accessing or Correcting Personal Information

Individuals can request access to, or correction of, personal information held about them.

COFC manages these requests in accordance with law and may work with Associated Providers where relevant to respond appropriately.

Questions or Concerns About Privacy

If an individual has questions or concerns about privacy, they can contact COFC:

Privacy Officer
Churches of Christ in Queensland
Email: privacy@cofcqld.com.au
Phone: +61 7 3327 1600

If concerns cannot be resolved, individuals may contact the Office of the Australian Information Commissioner (OAIC) or the Aged Care Quality and Safety Commission.

For information about how to make such a complaint, please refer to the OAIC website <http://www.oaic.gov.au/> or the OIC website <http://www.oic.qld.gov.au>

Our Shared Responsibility

Privacy is a shared responsibility.

COFC provides governance, policy direction and oversight. Associated Providers deliver services in line with COFC requirements, contractual obligations and the law.

Together, we work to ensure personal information is handled respectfully, securely and transparently, supporting trust, dignity and quality care.