



Collection Notice – Aged Care

Why are you receiving this notice?

You are receiving this notice because your personal information, or the personal information of the person you are acting on behalf of, is being collected by WA Country Health Service (**WACHS, We, Us, Our**).

This Collection Notice contains information we are required by the *Privacy and Responsible Information Sharing Act 2024* (WA) (**PRIS Act**) to give you when collecting your personal information.

Why do We collect your information?

We collect personal information to assist us providing you (or the person you are acting on behalf of) with aged care services and other community, health or social services. We only collect information that is reasonably necessary for the performance of Our functions and activities.

We may collect personal information that is specifically required or authorised by legislation under which We deliver services. This includes the *Privacy and Responsible Information Sharing Act* (WA) (**PRIS Act**), *Health Services Act 2016* (WA), *Aged Care Act 2024* (Cth) (**Aged Care Act**), *My Health Records Act 2012* (WA) and, where applicable, the *Privacy Act 1988* (Cth).

How We collect your information

We may collect personal information about you (or the person you are acting on behalf of) from you or a third party (including representatives and other government or private sector agencies or organisations). We will generally use forms, online portals and other electronic or paper correspondence to collect this information.

What personal information We collect

The types of personal information we may collect include personal details and demographic information, your opinion in relation to Our services, Medicare number and other identifiers, health information (including medical history, functional ability and psychosocial needs), approvals to receive Commonwealth Government funded services (including aged care), financial information, supporters, nominees, authorised representatives and appointed decision makers.

Who We may share your personal information with

We usually disclose personal information collected in connection with the provision of aged care services and other community, health or social services with:

- Persons and organisations involved in your (or the person you are acting on behalf of) care, including health care professionals, health service providers and Our associate providers.
- Other State Government or Commonwealth agencies, such as Services Australia, the Department of Health, Disability and Ageing and the National Disability Insurance Agency.
- Your (or the person you are acting on behalf of) nominated support person, registered supporter, authorised representatives or appointed decision makers (aligned with your consent and the legal authority of the person).
- The Western Australia Health Minister, regulatory bodies and integrity agencies to meet Our legal and regulatory obligations.



We only use or share personal information with consent or where permitted or required under the relevant legislation, including the PRIS Act and the Aged Care Act. This includes:

- For the purpose for which the information was collected or a related purpose you (or the person you are acting on behalf of) would expect.
- For a purpose connected with the delivery of aged care services to you (or the person you are acting on behalf of) by Us or an associated provider.
- Where We reasonably believe it to be necessary to prevent or lessen a serious threat to the public or the life, health, safety or the welfare of any individual.

What happens if We cannot collect your personal information

If you do not provide some or all requested information, We may be unable to identify you, contact you or provide you (or the person you are acting on behalf of) with aged care service and other community, health or social services.

How We protect your information

We protect information from unauthorised access, disclosure and misuse in line with WA Health System policies, including MP0067/17 Information Security Policy and other policies in the [Information and Communications Technology Policy Framework](#), [Information Management Policy Framework](#), the PRIS Act and the Aged Care Act.

Your personal information (or the personal information of the person you are acting on behalf of) will be held in systems hosted in Australia. If a contracted service provider or associated providers needs to store or access information outside of Australia, this will be addressed through contractual arrangements, and the service provider or associated providers will be required to comply with privacy protections equivalent to those in the PRIS Act.

How can you access or update your information?

If you (or the person you are acting on behalf of) would like to access or correct the information We have collected about you (or the person you are acting on behalf of), please contact WACHS.ROICentral@health.wa.gov.au.

Making a privacy complaint

If you (or the person you are acting on behalf of) have any complaints about how your personal information (or the personal information of the person you are acting on behalf of) has been handled, collected, used or shared, or have any questions about how your personal information (or the personal information of the person you are acting on behalf of) will be handled, please contact the WACHS Privacy Officer on WACHS.PrivacyOffice@health.wa.gov.au.

More information

If you (or the personal information of the person you are acting on behalf of) have any further questions about how We collect, use, disclose and protect your information, please contact WACHS.InformationGovernance@health.wa.gov.au.

For more information on how We collect, use, store and share information please visit www.wacountry.health.wa.gov.au/About-us/Privacy-and-information-sharing.

If you have trouble accessing the above or if you would like a printed copy of the WACHS Privacy Statement or the DOH Privacy Policy, please contact your local Aged Care team.

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