



Collection Notice – Consumers and Patients

Why are you receiving this notice?

You are receiving this notice because you are a patient or a consumer of health care services (**consumer**) provided by WA Country Health Service (ABN 28 680 145 816) (**WACHS, us, we, our**). We may also collect your personal information if you engage with us on behalf of a patient or consumer. This will include situations where you are a carer or next of kin of, a patient or consumer.

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.

What information are we collecting?

Personal information we may collect about you includes your name, age, gender, contact and demographic details, Medicare and other billing details, health information, correspondence and feedback about our services, identification documents, physical and biological samples and photographs and videos that capture your image (including footage captured by CCTV or body worn cameras used by security guards).

Purposes for which personal information is collected and will be used and disclosed

WACHS collects personal information from you where necessary for the performance its functions or activities. The purposes for collecting your personal information includes:

- Providing health care, medical treatment and other support to patients and consumers.
- Processing billing where relevant (e.g. Medicare or private health care insurers).
- Facilitating improvement of our services, health related research and the training, teaching and professional development of clinical staff.
- Ensuring the safety of patients, staff and other people on our site(s) or involved in our services.
- Fulfilling our legal and compliance obligations.
- Responding to claims, complaints and feedback.
- Disclosure where we reasonably believe it to be necessary to prevent or lessen a serious threat to the public or the life, health, safety or welfare of any individual.

We only use or share your personal information with your consent or where authorised or required by or under law, including but not limited to under the PRIS Act and the *Health Services Act 2016* (WA), *Health Services (Information) Regulations 2017* (WA), and the *Mental Health Act 2014* (WA).



Who do we usually share information with?

WACHS usually shares information collected from patients, consumers or persons engaging with us on their behalf with the following:

- Other healthcare providers, clinics, health practitioners or persons involved in the relevant patient or consumer's care.
- State, Territory or Commonwealth government agencies, courts, tribunals where the disclosure is required or authorised by law. This includes but is not limited to Western Australia Department of Health as part of regular disclosure and statistical reporting.
- Contracted service providers and third parties if they require access to fulfil the work they have been engaged to perform (e.g. third parties providing patient transport services or community services).
- Regulatory bodies and law enforcement agencies where required to meet our legal and compliance obligations.

What happens if you do not provide information?

If you choose not to provide information requested, it may limit or impact upon the level of health care and services we can provide you or the person you are engaging with us on behalf of.

How can you access or update your information?

If you wish to access, update or add to the information we have collected, please contact our Release of Information Office by email on WACHS.ROIcentral@health.wa.gov.au.

How to find out more, access your information or make a complaint?

More information can be found at www.wacountry.health.wa.gov.au/About-us/Privacy-and-information-sharing or via the QR code.

If you have questions about how your personal information will be collected, used and shared, you can contact WACHS.InformationGovernance@health.wa.gov.au.

If you would like to make a complaint about how your personal information has been handled, collected, used or shared, please contact WACHS.PrivacyOffice@health.wa.gov.au.

