

CONTINUITY CARE

Privacy and Confidentiality

A sample overview of how personal information may be collected, used, stored and shared.

Document status	Demonstration only
Review status	Requires governance and legal approval
Version	Draft 0.1

Purpose

This sample outlines a privacy approach consistent with respectful care and the Australian privacy framework. It is not legal advice or an approved policy.

Information we may collect

- Contact and identity details.
- Support needs, preferences, health and safety information.
- Funding, service and billing information.
- Feedback, complaints and communication records.

How information may be used

- To assess, plan, coordinate and deliver services.
- To communicate with you and people you authorise.
- To manage quality, safety, billing and legal obligations.
- To improve services using appropriate safeguards.

Sharing and access

Information should only be shared for a clear service, safety or legal reason, with consent where required. People may ask how their information is handled and request access or correction, subject to applicable requirements.

Keeping information secure

Records should be protected through access controls, secure systems, workforce training and appropriate retention and disposal practices.