

About Blue Care

When planning for your care needs or a loved one's, plan with Blue Care. We are more than you imagined.

Blue Care is uniquely positioned as one of Australia's leading residential aged care, community care and retirement living providers. We are founded on a compassionate approach to care and our reputation is built on our highly experienced team who work in more than 260 centres, in 80 communities across Queensland and northern New South Wales.

At Blue Care we are passionate about offering a personalised care service that reflects your needs, choices and interests. We understand the value you place on independence and freedom. With Blue Care, you gain a rewarding partnership with dedicated professionals.

How is further information obtained?

For specific information about privacy issues associated with client care or to change consent details, contact your local Blue Care Centre.

Blue Care's Privacy Policy can be found on our website at www.bluecare.org.au

Contact us for more information:

For general information about client privacy rights, complaints about privacy matters, to change your 'opt in' or 'opt out' choices, or to obtain a copy of Blue Care's Privacy Policy, please contact our your local Blue Care Centre or Blue Care's Privacy Officer on:

Ph: 07 3253 4000

Fax: 07 3236 0929

Email: UCQsupportservices@ucareqld.com.au



1300 BlueCare

1300 258 322

www.bluecare.org.au

More than you imagined

Blue Care Privacy Information

Why does Blue Care gather client information?

It is important for Blue Care to know specific personal and health information about our clients so that Blue Care can determine and provide the best possible person centred care to meet a client's needs.

Blue Care recognises the importance of protecting this information and is committed to ensuring that all personal information we hold is treated with respect, sensitivity and confidentiality.

What details will Blue Care collect?

To help us manage and best coordinate the care needs of our clients, Blue Care will develop paper or computer records that usually contain the following details:

- Name and contact details
- Contact details of the client's next of kin, legal guardian and/or enduring power of attorney
- Doctor/health care professional's contact details
- Care and support services delivered by Blue Care
- Health information including images and scans
- Bank details
- 'Government identifiers' and information such as pension, Medicare or Department of Veterans' Affairs numbers.

What happens to Blue Care's clients' information?

Information collected from our clients is used to manage their care. Blue Care uses the latest computer technology to ensure our clients' information is stored in a professional and secure manner.

The Australian Privacy Principles under the Commonwealth Privacy Act 1988 sets out how organisations like Blue Care may collect, store, use, disclose and protect your personal information. To comply with the privacy laws, Blue Care has strict policies in place about who can access our clients' information. Our dedicated staff, volunteers and contractors maintain strict confidentiality; we respect our clients' privacy at all times.

How does Blue Care use this information?

Under the privacy laws Blue Care must have the consent of each client to use any personal information. Personal information includes health information and other sensitive information. We need permission to gather this information to ensure Blue Care delivers the highest quality care and services possible, tailored to individual needs. The information is used to make important decisions about care and assistance.

Who else may see information?

With consent, Blue Care at times may need to share information about clients to other health care professionals and agencies to provide the best possible person centred care. Clients can indicate on the consent form if they do not want information shared. Staff caring for clients will be aware of the level of consent and are bound by Blue Care's Privacy Policy. With the client's consent, Blue Care may share information with the following:

- Commonwealth Government agencies such as the Department of Veterans' Affairs, the Department of Human Services and the Department of Social Services
- Under legal authority of a Court such as a subpoena, warrant or through the Adult Guardian
- Where Blue Care undertakes research with our research partners to improve the quality of our care and services (this is strictly controlled by ethical principles and guided by the Commonwealth Government)
- Authorised accreditation agencies and other aged care specialists who Blue Care engages to improve efficiency may view client records for service quality.

Can clients see the information Blue Care holds?

Clients are entitled to access and view their personal information held by Blue Care. We will promptly address any incorrect information to ensure client records are accurate, complete and up-to-date.