

Privacy and Confidentiality

POLICY STATEMENT

Mayflower respects the privacy and confidentiality of client, worker and organisation information in line with privacy legislation and regulations.

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1 PURPOSE

To provide organisational guidance in ensuring privacy and confidentiality is upheld for all stakeholders.

(See [Consent, Substitute Decision Makers and Advance Care Planning](#))

2 SCOPE

Residential and Support at Home

3 PRINCIPLES FOR THE COLLECTION OF CLIENT INFORMATION

Mayflower is committed to the principles outlined in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012¹. We have in place procedures that ensure compliance with the legislation including the protection of sensitive information including health information. We use the

¹ Australian Government Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012

Office of the Australian Information Commissioner (OAIC) documents - Protecting Customer's Personal Information² and the Guide to Health Privacy³, as guides to our privacy plan and processes.

4 PRIVACY PLAN

The way we ensure the privacy and confidentiality of clients is detailed in our Privacy Plan below. The elements of our Privacy Plan include:

4.1 ACCOUNTABILITY

- We have clear lines of accountability for privacy management. The Board has approved the Privacy Plan and has delegated day-to-day responsibility to the CEO. The CEO is directly responsible for privacy and for reporting to the Board on any issues including breaches. Senior Management are responsible for ensuring our policies, processes and procedures are implemented and followed and report any issues to the CEO. Workers with any privacy issues or queries can approach their immediate Supervisor or the relevant Manager.

4.2 TRAINING

- Management, workers (including volunteers) are provided with annual training and information as required, including periodic reviews of the information on the rights of clients to privacy and confidentiality and the processes to support this. Training is provided to workers as needed and at orientation. The OAIC Guide to Health Privacy is available to all workers and Board members and is utilised as a reference for Senior Management in the management of privacy.⁴

4.3 INFORMATION COLLECTION

- We only collect information about clients that is relevant to the provision of their support, and we explain why we collect the information and what we use it for. Information collected can include personal details, contact details, family/ supporter⁵ details, medical history, health care provider details, financial information, assessments, clinical notes, medications, Medicare/healthcare fund details, specialist reports, test results and referral information
- We also ensure a three-point identification check is conducted for all clients when contacting them by telephone (Support at Home) or when providing care and services. (See [Care Records Documentation](#)/ Three-Point Client Identification)
- We take steps to correct information where appropriate and regularly review client information with the client or their registered supporters/ substitute decision maker to ensure it is accurate and up to date
- Clients can ask to see the information that we keep about them and are supported to access this information (See below Clients Right to Access Information) subject to the Grounds for Refusing Access⁶ specified in the Privacy Act 1988.

² Australian Government Office of the Australian Information Commissioner [Protecting Customers Personal Information](#) Accessed August 2025

³ Australian Government Office of the Australian Information Commissioner [Guide to Health Privacy](#) May 2025, Accessed August 2025

⁴ Ibid

⁵ Supporters is used inclusively to refer to registered supporters, substitute decision-makers, advocates and other persons supporting the client. See [Consent, Substitute Decision Makers and Advance Care Planning](#) and [Communicating for Safety and Quality](#) regarding the roles of supporters in care planning

⁶ Australian Government Office of the Australian Information Commissioner [Chapter 12: APP 12 Access to personal information](#) 12.33 Accessed August 2025

4.4 INFORMATION PROVISION

- The Client Information Pack outlines our approach to maintaining privacy and confidentiality of client information. Clients are provided with a copy of the Client Information Pack on commencing with Mayflower, and whenever the information substantially changes. The information in the Client Information Pack including our Privacy Policy is explained to clients during service commencement and when seeking consent
- Clients are supported by us should they have a complaint or dispute regarding our Privacy Policy or the management of their personal information (See [Information Management](#)).

4.5 INFORMATION SHARING

- All information relating to clients is confidential and is not disclosed to any other person or organisation without the client's consent except in cases of serious threat to the client where they are not able to consent⁷
- Except with the written consent of the person, personal information is not disclosed to any other person other than:
 - for a purpose connected with the provision of aged care to the client by us or
 - for a purpose connected with the provision of aged care to the client by another provider or
 - for a purpose for which the personal information was given by or on behalf of the client or
 - for the purpose of complying with an obligation under the Aged Care Act 2024, the Aged Care (Consequential and Transitional Provisions) Act 2024 or any of the Aged Care Principles⁸
- The provision of information to people outside the service is authorised by the relevant Manager
- We do not discuss clients or their support with people not directly involved in supporting them.

4.6 ENSURING PRIVATE ENVIRONMENTS

- Reviews are always conducted in private with the client and the relevant team member unless the client consents to a supporter being present
- During client assessments and reviews the relevant team member asks the client about any privacy requirements they have such as their preference for a male or female Support Worker. These are noted on their assessment form and on the support plan
- Any discussions between workers about clients are held in a private space
- Any references to individual clients in meeting minutes refer to the client by initials only or another unique identifier, such as their client number.

4.7 RECORDS MANAGEMENT

- Client files are stored in secured filing cabinets and securely archived. Electronic information is securely stored and securely backed up daily (See [Information Management](#))
- We confidentially archive then destroy any personal information held about our clients when it is no longer necessary to provide support (See [Information Management](#)/ Archiving Client Records)
- We have a comprehensive data breach response plan to be implemented in the event of a data breach (See [Information Technology and Cyber Security](#))

⁷ See Australian Government Office of the Australian Information Commissioner [Chapter 6: APP 6 Use or disclosure of personal information](#) and [Chapter C: Permitted general situations](#) Accessed August 2025. See also [Aged Care Rules 2025](#) 165-15(l)

⁸ Australian Government Federal Register of Legislation [Aged Care Act 2024](#) Part 3—Aged care rights and principles Division 2- Aged care principles 25 Statement of Principles p 53

- Our Privacy Plan, policies, processes and procedures are reviewed and updated through our regulatory compliance and continuous improvement processes including the review of Policies and Procedures over a three-year period (minimum) (and when requirements change) and ongoing audits of all processes (See [Regulatory Compliance](#) and [Continuous Improvement](#)).

5 CONFIDENTIALITY OF COMPLAINTS AND DISPUTES

As far as possible, the fact that a client has lodged a complaint and the details of that complaint, are kept confidential amongst workers directly concerned with its resolution. Similarly, information on disputes between a client and a worker or a client and a carer is kept confidential.

Information provided in a complaint or feedback is otherwise only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances⁹. The client's permission is obtained prior to any information being given to other parties whom it may be desirable to involve in the resolution of the complaint or dispute.

Individuals may also raise concerns or make disclosures under whistleblower protections where even stricter confidentiality provisions apply (See [Whistleblowers](#)).

(See also [Information Management](#)/ Client Access to Information: Clients' Right to Access Information and Provision of Information to Clients.)

DOCUMENT INFORMATION

Owner**	Executive General Manager Quality & Safety
Date Approved	20/05/2026
Applicable Aged Care Programs	Support at Home, Residential Care
Review History	Developed: 1 August 2024
Date of review and summary of changes	August 2025: updated terminology in line with the Aged Care Act 2024
Date of review and summary of changes	April 2026: Mayflower customisation edits including: language, Owner, systems CHANGED WORK PRACTICES: - Section 4.4: updating existing client information packs whenever the information substantially changes - Section 4.3 requiring 3 point of ID with all SAH client phone contact and service delivery - Any references to individual clients in meeting minutes refer to the client by initials only or another unique identifier, such as their client number
Date of review and summary of changes	

** In approving this document, the Owner certifies it is consistent with the Statement of Rights

⁹ Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-15(l). See also Australian Government Office of the Australian Information Commissioner [Chapter 6: APP 6 Use or disclosure of personal information](#) and [Chapter C: Permitted general situations](#) Accessed August 2025