

Personal Information Collection Statement

For prospective residents and their representatives

1.0 Purpose and application

1.1 Purpose

Rockpool Residential Aged Care (Rockpool RAC Management Pty Ltd, Rockpool RAC 2 Pty Ltd and its related bodies corporate - "Rockpool", "we", "us" or "our") are committed to handling Personal Information responsibly. The Privacy Act requires us to tell you certain things at or before the time we collect your Personal Information.

This Statement tells you and any Supporter, representative, family member, attorney or guardian assisting you:

- (a) what Personal Information we are likely to collect from you as you move through our admissions process;
- (b) why we collect it and how we use it;
- (c) who we may disclose it to, including for means-testing and care coordination purposes; and
- (d) where to go for more detail about your privacy rights.

1.2 Application

This Statement applies to:

- (a) prospective residents considering, or being considered for, care with Rockpool; and
- (b) any Supporter, representative, family member, enduring power of attorney or guardian who provides information on a prospective resident's behalf. This applies from your first enquiry with us, whether that is a tour, a phone enquiry, a needs discussion, or joining a waitlist, through to the completion of your admission.

1.3 How this Statement relates to our Privacy Policy

Our Privacy Policy sets out, in full, how we handle Personal Information for individuals receiving funded aged care services (FACS), including your rights to access and correct your information and how to make a complaint. This Statement highlights what is most relevant to you at this early stage of your admissions journey. If anything in this Statement is inconsistent with our Privacy Policy, our Privacy Policy prevails.

Personal Information Collection Statement

2.0 What Personal Information we may collect

Depending on your circumstances, the Personal Information we collect from you or your representative may include:

- (a) contact details (such as your name, date of birth, postal address, email address and phone number);
- (b) demographic information, such as whether you are an Aboriginal or Torres Strait Islander person, and any cultural, language or religious needs you would like us to know about;
- (c) health information, such as your medical history, diagnoses, medications, mobility and cognitive needs, allergies, and the outcome of your My Aged Care assessment or support plan;
- (d) registration numbers for government services, such as Medicare, the Department of Veterans' Affairs, and a pension card, and your health fund details;
- (e) financial information relevant to determining your accommodation and care fees, such as details relevant to a combined assets and income assessment, and bank account details for the payment of fees;
- (f) contact details for your Supporter, next of kin, enduring power of attorney, guardian or other representative, and information about their authority to act on your behalf;
- (g) information about your current care arrangements and any prior dealings you have had with us; and
- (h) any other Personal Information relevant to assessing your needs and the FACS we may provide to you.

Items (c) and, in some cases, (b) and (d) above will generally be Sensitive Information — see clause 5.

3.0 How we collect your Personal Information

Wherever reasonable and practicable, we collect your Personal Information directly from you or your representative — through enquiries, tours, needs discussions, and admission paperwork. We may also collect it from:

- (a) My Aged Care and the System Governor, such as your aged care assessment outcome;
- (b) your GP, hospital, or other health professionals involved in your care;
- (c) Services Australia (Centrelink) or the Department of Veterans' Affairs, for means-testing purposes;
- (d) a financial adviser acting on your behalf; and
- (e) family members, or your Supporter, representative, attorney or guardian.

Personal Information Collection Statement

4.0 Why we collect, use and hold your Personal Information

We collect, use and hold your Personal Information to:

- (a) assess your eligibility and suitability for admission, and understand your care needs;
- (b) determine your accommodation and fee arrangements, including any means-tested fees;
- (c) prepare your admission and accommodation agreements;
- (d) plan and coordinate your care, both before and following admission;
- (e) communicate with you and your Supporter or representative; and
- (f) comply with our obligations under the Aged Care Act and the Aged Care Rules.

If you or your representative do not provide the Personal Information we request, we may be unable to assess your suitability for admission, determine your fees accurately, or provide FACS to the standard you require.

5.0 Sensitive Information and consent

Much of what we collect at this stage, particularly your health information, is Sensitive Information under the Privacy Act. By providing it to us, or by asking someone else to provide it on your behalf, you consent to us collecting it. Where you lack the capacity to consent, we will seek consent from your representative or guardian in accordance with Commonwealth, state and territory guardianship laws, consistent with clause 16 of our Privacy Policy.

If you give us Personal Information about someone else, for example, your Supporter, next of kin, or emergency contact, you represent to us that they consent to us collecting and handling their information on this basis.

6.0 Disclosure of your Personal Information

We may disclose your Personal Information to:

- (a) the System Governor, My Aged Care, and the Commission, where required;
- (b) Services Australia and the Department of Veterans' Affairs, for means-testing and funding purposes;
- (c) your GP, specialists, hospitals and other health professionals involved in your care, for continuity of care;
- (d) our Associated Providers;
- (e) financial institutions involved in processing your accommodation payments and fees; and
- (f) your Supporter, representative, enduring power of attorney, guardian, or anyone else you nominate to receive information about your care.

Personal Information Collection Statement

7.0 Your rights, and further information

Our Privacy Policy explains, in full, your rights to access and correct the Personal Information we hold about you, how we store and protect it, and how to make a complaint if you are unhappy with how we have handled it. A copy is available on request, or from our website.

If you have any questions about this Statement, or about how we handle your Personal Information, please contact our Privacy Officer:

Ian Kelleher
Privacy Officer, Rockpool Residential Aged Care
Post: Rockpool RAC Management Pty Ltd, PO Box 903, Hamilton QLD 4007
Email: info@rockpoolrac.com

8.0 Dictionary

Unless otherwise defined below, terms used in this Statement have the same meaning as in our Privacy Policy.

Aged Care Act	means the Aged Care Act 2024 (Cth).
Aged Care Rules	means the Aged Care Rules 2025 (Cth).
Commission (ACQSC)	means the Aged Care Quality and Safety Commission.
FACS	means funded aged care services as defined in section 9 of the Aged Care Act.
Privacy Officer	means our first point of contact for privacy related inquiries and matters, contactable using the details in clause 7.
Statement	means this Privacy Collection Statement.
Supporter	of an individual, means an individual registered as a supporter of the individual under section 37 of the Aged Care Act.
System Governor	means the Secretary of the Department of Health and Aged Care.