

PRIVACY STATEMENT

Queensland Community Services Pty Ltd is committed to providing quality services and respecting your rights. Your right to privacy and confidentiality will be recognised, respected, and protected in all aspects of your contact with us. This statement outlines our ongoing obligations to you concerning how we manage your Personal Information. Queensland Community Services Pty Ltd complies with the Privacy Act 1988 (Cth) requirements.

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

Personal Information is information or an opinion that identifies an individual. We collect and hold personal information which is reasonably necessary for us to carry out our role. The kinds of information we collect and hold includes (but not limited to) personal information about participants and other users of our services, and about our employees, contractors, and providers.

Examples of Personal Information we collect include:

- Personal identification details including name, contact details date of birth/age, gender and details about participants' physical or mental health, including disabilities.
- Information about participants support requirements.
- Details of guardian, and nominees, including names, addresses and contact details.
- Details of feedback or complaints about services provided by us.
- Bank account details.
- Employee records.

We collect your Personal Information in many ways:

- The Primary source of personal information will be obtained directly from the people or from people who are authorised to represent them.
- Sometimes we may collect personal information from a third party if you have consented, been told of this practice, or reasonably expect us to collect the information this way. Example for this include your health information from healthcare institutions in order to provide required support services.
- The medium of collecting personal information includes interviews, correspondence, by telephone, email, via our website, from other publicly available sources and third parties. The information can be in different formats including print, digital and audiovisual recordings.

Queensland Community Services Pty Ltd will only request and retain Personal Information that is necessary to:

- assess your eligibility for support;
- provide safe and responsive support;
- monitor the supports provided; and
- Fulfil contractual and other requirements to provide government agencies with non-identifying data and statistical information.

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When we collect Personal Information, we will explain to you why we are collecting the information and how we plan to use it.

THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, we may be provided information by third parties (such as other disability services). In such cases, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information will only be disclosed:

- to prevent or lessen a serious and imminent threat to the life or health of you or another person;
- to outside agencies with your or your representative's permission;
- with written consent from a person with lawful authority; or
- when required by law or to fulfil legislative obligations such as mandatory reporting.

SECURITY AND DESTRUCTION OF PERSONAL INFORMATION

Your Personal and Health Information will be stored in a manner that reasonably protects it from misuse and loss and unauthorised access, modification or disclosure.

When your Personal and Health Information is no longer needed for the purpose it was obtained, we will take reasonable steps to destroy or permanently de-identify it.

We will retain and dispose of your Personal and Health Information in accordance with our *Privacy and Confidentiality Policy and Procedure* [or equivalent].

ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal or Health Information we hold about you to update or correct it, subject to certain exceptions. If you wish to access your Personal or Health Information, please speak to a staff member.

We may require your identification before releasing the requested information to protect your Personal or Health Information.

You have the right to:

- request access to the personal information we hold about you;
- access this information; and
- make corrections if you consider the information inaccurate, incomplete or up to date.

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However, access may be denied in part or in total where:

- the request is frivolous or vexatious;
- providing access would have an unreasonable impact on the privacy of other individuals;
- providing access would be likely to prejudice an investigation of possible unlawful activity;
- providing access would pose a serious and imminent threat to the life or health of any individual; and
- denying access is required or authorised by or under law.

We aim to address all requests to access or correct information within three business days. We will not charge any fee for your access request but may charge an administrative fee for providing a copy of your information.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is important to us that your information is up to date. We will take all reasonable steps to ensure your Personal Information is accurate and complete. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about this Privacy Statement, please contact Queensland Community Services Pty Ltd:

- by email to: admin@qcos.com.au.
- by phone on 1800841212; or
- in writing to 20 Awesome Pde Griffin QLD 4503.

Alternatively, complaints about privacy matters can also be lodged by placing a completed Feedback and Complaints Form on the website of Queensland Community Services Pty Ltd.

<https://qcos.com.au/complaint-form/>

All feedback and complaints regarding privacy will be dealt with in accordance with our *Feedback and Complaints Policy and Procedure* [or equivalent].

SUPPORTING DOCUMENTS

Documents relevant to this policy:

- *Participant Rights and Responsibilities Policy and Procedure* [or equivalent].
- *Records and Information Management Policy and Procedure* [or equivalent].
- *Privacy and Confidentiality Policy and Procedure* [or equivalent].
- *Feedback and Complaints Policy and Procedure* [or equivalent].

MONITORING AND REVIEW

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This Privacy Statement, along with Queensland Community Services Pty Ltd *Privacy and Confidentiality* [or equivalent] and *Records and Information Management* [or equivalent] policies and procedures, will be formally reviewed at least annually. Formal reviews will include participant, staff and other stakeholder feedback.

ACKNOWLEDGED

Name: Bimal Neupane

Signed: 

Date: 26/05/2025_____

By signing and acknowledging the above privacy statement, I understand all acknowledged the information.