

# Seasons Living - Privacy and Confidentiality Policy (New)

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## Background

Seasons Living Australia Pty Ltd (Seasons) in a residential aged care and home care setting (including Support at Home program, DVA Community Nursing program and privately funded care) collects, stores and uses information that may be recorded or provided about employees, individuals (including older people) and other stakeholders of the organisation and this policy establishes the framework for this. It also details how the organisation will disclose, and give access to, the same information.

The aim of this policy is to:

- Ensure the management of personal information is open and transparent
- Protect the privacy of personal information, including health information
- Provide for the fair collection and handling of personal information
- Ensure that personal information Seasons collects is used and disclosed for legally permitted purposes only
- Regulate the access to and correction of personal information; and
- Ensure the confidentiality of personal information through appropriate storage and security

Seasons recognises that privacy is very important, and is committed to protecting the personal information collected. Australian legislation, such as The Privacy Act 1988 (Privacy Act), also governs the way in which Seasons manages personal information.

## Applicability

- *all categories of employees*
- *governing body*
- *all volunteers*
- *contractors and consultants, whether or not they are employees*
- *all other service providers.*






## Standard 2 expectation statement for older people

The organisation is well run. I can contribute to improvements to care and services. My provider and aged care workers listen and respond to my feedback and concerns. I receive funded aged care services from aged care workers who are knowledgeable, competent, capable and caring.



## Outcome statement 2.7: Information Management

The provider must ensure that information recorded about an individual is accurate and current, is able to be accessed and understood by the individual, supporters of the individual, aged care workers and health professionals involved in the individual's care. The provider must ensure that the information of individuals is kept confidential and managed appropriately, in line with their informed consent.


Governing regulations for this policy

-  Aged Care Act 2024
-  Aged Care Rules 2025
-  Outcome 1.2 - Dignity, respect and privacy
-  Outcome 2.7 - Information management
-  Privacy Act 1988 (Cth)

#### Applicable processes for this policy

-  Seasons Living -Data Breach Response
-  Seasons Living - Request for Information

#### Managing business unit for this policy

-  Seasons Support Office

## 1.0 Purpose

Seasons Living Australia Pty Ltd (Seasons) recognises that privacy and confidentiality are fundamental to dignity, autonomy, trust and the safe delivery of care and services. Seasons is committed to protecting personal information collected and handled by the organisation. Australian legislation, as referenced in this policy, governs the way in which Seasons must manage personal information and, as such, this policy sets out how Seasons collects, uses, discloses, stores, secures and otherwise manages that information.

Seasons also recognises that older people have a right to privacy, confidentiality and access to information about themselves. In line with the Aged Care Act 2024 and the strengthened Aged Care Quality Standards, Seasons will manage information in a way that supports the rights, dignity, cultural safety, choice and control of older people.

Seasons is committed to maintaining a Privacy Policy that is publicly available and easily accessible.

The aim of this policy is to:

- ensure the way Seasons manages personal information is open, transparent and consistent with legal requirements;
- protect the privacy of personal information, including health information, relating to older people, employees, volunteers, contractors, visitors and other stakeholders;
- provide for the fair, lawful and minimum necessary collection and handling of personal information;
- ensure that personal information collected by Seasons is used and disclosed only for legally permitted and operationally appropriate purposes;
- regulate access to and correction of personal information;
- ensure the confidentiality, integrity and security of personal information through appropriate governance, storage and security controls, and;
- inform individuals how they can access their information, request correction of their information, lodge a complaint or make any other related enquiry.

## 2.0 Scope

This policy applies to any personal information Seasons holds about an individual who has interacted with or been involved with the organisation in some way. This includes, but is not limited to, where the individual is:

- a current or former resident, client, tenant or recipient of Seasons services, or a relative, representative, registered supporter or other authorised person connected to that individual.
- a person who has made an enquiry or otherwise contacted Seasons about the services, accommodation or supports offered by Seasons.
- an applicant for employment, volunteer work, student placement, contract work or consultancy with Seasons, or.
- a current or former employee, contractor, volunteer or student completing placement with Seasons.

If an individual is unsure whether Seasons holds personal information about them, or whether this policy applies to them, they should contact the Seasons team.

## 3.0 Roles and Responsibilities

### Governing Body

Seasons Governing Body has ultimate responsibility to ensure effective governance, systems, resources and oversight arrangements in place to protect personal information and support compliance with applicable privacy and aged care legislation. This includes ensuring there are appropriate policies, procedures, monitoring mechanisms, breach response processes and staff education arrangements.

### Management

Managers are responsible for implementing this policy in practice, ensuring that workers only access information necessary for their role, addressing privacy risks within their service area, responding to complaints or incidents appropriately, and escalating actual or suspected breaches without delay. Managers must also ensure that records are handled, stored and disclosed in accordance with organisational requirements and informed consent.

### Workers

All workers, including employees, contractors, volunteers and students, are responsible for maintaining privacy and confidentiality at all times, collecting and sharing information only where this is lawful and necessary, using organisational systems appropriately, reporting actual or suspected privacy breaches promptly, and completing any required privacy and confidentiality training.

## 4.0 Information Collection

The Privacy Act distinguishes between personal information and sensitive information. Seasons will only collect personal information or sensitive information where it is reasonably necessary for Seasons' functions and activities, including the delivery of safe, quality care and services, the operation of the business, and compliance with legal obligations. Seasons will take reasonable steps to ensure the information collected is relevant, accurate, up to date and complete.

### 4.1 Personal Information

Personal information includes, but is not limited to:

- Your name, date of birth and contact details;
- Information necessary for the payment of regular charges and services provided by Seasons to you;
- Anyone you have chosen, or who has been appointed to act on your behalf, including friends or relatives, next of kin, persons appointed as a Power of Attorney.
- Photography and videography captured of you (with your consent, either verbally or via the Seasons Living Media Consent Form), and;

- Records of our interactions with you such as emails, letters and notes.
- Any other information necessary for our administration and effective business planning.

The personal information Seasons collects about you depends on your interaction and involvement with the organisation. We will take such steps as are reasonable in each circumstance to ensure that the personal information we collect is accurate, up-to-date, and complete.

The Privacy Act defines "personal information" to mean information or an opinion (including information or an opinion forming part of a database). Whether true or not and whether recorded in a material form or not about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion.

#### 4.2 Sensitive Information

Sensitive information is a subset of personal information and includes information or an opinion about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, trade union membership, sexual orientation or practices, criminal record, biometric information, biometric templates, and health information.

Sensitive information Seasons may collect includes, but is not limited to:

- health and clinical information relevant to the delivery of care or services.
- information about religion, race or ethnic origin where this is relevant to cultural safety, service preferences or care planning.
- information about sexual orientation or practices where relevant to identity, relationships, safety or care provision, and.
- criminal history information where this is lawful and relevant to employment, engagement, compliance or risk management requirements.

Seasons will not collect sensitive information unless the individual consents and the information is reasonably necessary for Seasons' functions or activities, or another lawful basis applies. Seasons may collect sensitive information without consent where this is authorised or required by law, or where a permitted general situation or permitted health situation exists under the Privacy Act.

#### 4.3 Anonymity

Where lawful and practicable, Seasons allows individuals to deal with the organisation anonymously or by using a pseudonym, for example when providing general feedback, participating in surveys or making some compliments or complaints. This may not be possible where Seasons is required to verify identity, provide care, investigate an incident, meet funding or contractual requirements, or comply with legal obligations.

Seasons will not share collected information outside the scope of consent, or otherwise except where a lawful basis exists, such as where disclosure is necessary to lessen or prevent a serious threat to life, health or safety, or where disclosure is authorised or required by law.

## 5.0 Collection Methods for Information

Seasons collects personal information about people from a variety of sources. This includes but is not limited to interactions with our internal teams: Sales and Marketing teams, Business Development, Accounts, Compliance, Facilities, Community Operations, People & Culture, as well as the Seasons website, the Seasons Flexi Lease Communities website, Seasons social media pages, computer systems used, onsite video surveillance and security cameras in Seasons communities.

Seasons will generally collect personal information directly from the relevant party, including but not limited to; any of our standard Seasons agreements, contracts, or forms, in person during a consultation, over the internet, via email, via text message, via video communications, over security CCTV (Closed Circuit TV) or through a telephone conversation.

There may, however, be some instances where Seasons will collect personal information from someone else because it is unreasonable or impractical to collect it directly from the relevant party. In such a case, Seasons will take reasonable steps to notify the relevant party of this in advance, or where this is not practicable, as soon as reasonably practicable after personal information has been collected.

If an employee, resident, relevant persons do not consent to us collecting health or other sensitive information then Seasons will not be able to do so, unless an exception applies. An exception may occur in the case of an emergency, where the collection of such information without a permission being reasonably obtained may reduce the risk to health, safety, or pose a life-threatening situation.

Alternatively, where collection of information is authorised or required under Australian law.

### 5.1 Internet Users

Customers, residents and employees or any relevant party that accesses the Seasons website, Seasons Flexi Lease Communities website and Seasons social media pages, may have additional personal information collected about them, such as in the form of an IP address and domain name. By visiting the Seasons websites or social media pages, an individual consents to your personal information being handled by us as set out in this Privacy Policy. Seasons may also collect data from our websites and social media pages using various data capturing technologies, including 'cookies.' You may configure your browser to disable cookies.

The Seasons website may contain links to other websites. Seasons are not responsible for the privacy practices of linked websites and linked websites are not subject to Seasons Privacy policies and procedures.

### 5.2 Closed Circuit TV (CCTV)

CCTV recording devices are in place within common areas to ensure the safety and security of residents, visitors, contractors, and employees. The CCTV footage may only be used to investigate incidents, accidents, and issues that could potentially negatively impact on an individual's health and wellbeing, and any issue related to the continued safety and health of residents, visitors, or employees. CCTV footage can be downloaded and held, if necessary, as part of an ongoing investigation, with footage saved to file and held securely.

CCTV footage remains the property of Seasons and will only be available to management, the police, and some government agencies in limited circumstances.

If there is a legal requirement for a copy of the footage, it will only be made available in keeping with our responsibilities as required by relevant State or Federal Government Departments, and with written clearance from Seasons legal team or representatives.

To protect the privacy of Seasons employees and other onsite visitors at our communities, in accordance with Section 227A of the Queensland Criminal Code, we do not condone the use of private, CCTV or video surveillance from our residents and other employees. While Seasons acknowledges that residents own their own home and right to reside in Seasons communities, the unauthorised installation of surveillance cameras is in breach of our Seasons agreement, including Annexure E, clause 2 (a) *You will respect staff members' human, legal and industrial rights, including the right to work in a safe environment.* For residents wishing to use camera surveillance in their apartment an application should be made in writing to ensure the relevant privacy policies and procedures are being followed.

## 6.0 Information Management

Seasons will only use personal information for the reason it was collected, for a related secondary purpose that would reasonably be expected, or otherwise where consent or another lawful basis exists. Information will be managed in a way that supports safe and effective care, business operations, funding and regulatory obligations, risk management, and the rights of individuals to access and understand information about themselves.

For older people receiving aged care services, Seasons will ensure information is managed in line with informed consent and in a way that supports dignity, privacy, continuity of care, culturally safe practice and communication between those involved in the individual's care and services.

- Examples of how Seasons collects, holds and uses resident, client or tenant information include:
- verifying identity and eligibility.
- maintaining records necessary for care, services, accommodation and contact.
- administering care planning, scheduling, risk management and service delivery.
- communicating with nominated contacts, registered supporters or representatives in emergency or otherwise authorised situations.
- recording accidents, incidents, injuries, complaints, investigations and quality or safety matters.
- collecting and storing banking and billing details to administer fees, charges or payments.
- meeting insurance, governance, quality improvement, legal and regulatory obligations, and.
- supporting business administration and planning where this is lawful and proportionate.

Examples of how Seasons collects, holds and uses employee, contractor, volunteer and student information include:

- verifying identity, qualifications, suitability and contact details.
- administering recruitment, onboarding, payroll, supervision, training, placement and performance processes.
- managing workplace health and safety matters, incidents, complaints, investigations and employment-related records.
- communicating with emergency contacts where appropriate and necessary, and.
- meeting legal, regulatory, contractual and operational requirements.

Seasons will only keep information for as long as it is required for the relevant purpose, or to meet legal, clinical, funding, employment, contractual or regulatory retention requirements.

## 7.0 Use and Disclosure of Information

Seasons will only use or disclose personal information for the purposes described in this policy, unless consent is obtained or another lawful basis applies. Primary purposes may include conducting Seasons' business, delivering care and services, assessing applications, managing accommodation and service arrangements, responding to enquiries and complaints, investigating incidents or misconduct, complying with obligations to government authorities and oversight bodies, communicating operational updates, and meeting legal, regulatory and contractual obligations.

From time to time, it may be necessary to disclose personal information to external professionals, service providers or contractors to support the delivery of care and services or the operation of the organisation. In these circumstances, Seasons will take reasonable steps to ensure that the recipient handles the information in a manner consistent with applicable privacy obligations, contractual requirements and confidentiality expectations.

Seasons will only use or disclose personal information where this is reasonably necessary and permitted, including where the use or disclosure:

- is for the primary purpose of collection, or for a related purpose that the individual would reasonably expect
- is undertaken with the individual's consent
- is necessary to lessen or prevent a serious threat to life, health or safety, or to public health or safety
- is reasonably necessary to investigate suspected unlawful activity or serious misconduct
- is authorised or required by law

Where Seasons proposes to use or disclose personal information for a purpose outside of these circumstances, Seasons will seek consent where required before doing so.

### 7.1 Disclosure to a Persons Responsible or Authorised Person

A person responsible, registered supporter or authorised person may include an enduring power of attorney, guardian, parent, adult child, sibling, spouse, relative, member of the individual's household, person in an intimate personal relationship with the

individual, or a person nominated by the individual to be contacted in an emergency, where recognised under law or by Seasons' records.

Seasons may disclose relevant information to such a person where this is necessary for treatment, care, support, safety, communication, compassionate reasons, service quality review or another lawful purpose, and where the individual has consented or is unable to provide or communicate consent. Where an individual has capacity, Seasons will, wherever practicable, seek and follow that individual's directions first. Seasons will also have regard to any wishes previously expressed by the individual and will limit disclosure to what is reasonable and necessary in the circumstances.

## 7.2 Cross-Border Disclosure of Information

Seasons does not ordinarily disclose personal information overseas unless this is necessary for an approved service, technology platform, contractor arrangement, cloud-based storage solution or another legitimate business purpose. Where personal information may be disclosed overseas, Seasons will take reasonable steps to ensure the overseas recipient does not breach the Australian Privacy Principles, unless an exception under the Privacy Act applies.

Seasons will not sell personal information to other organisations.

## 7.3 Direct Marketing

Seasons may use personal information to contact individuals with information about Seasons products, services, accommodation options, events or related offerings that may be of interest. Seasons will only do so in accordance with applicable privacy laws, including Australian Privacy Principle 7, and other relevant communications laws.

Sensitive information, including health information, will not be used or disclosed for direct marketing without the individual's consent. Individuals may opt out of receiving direct marketing communications at any time by contacting Seasons, and Seasons will action the request within a reasonable timeframe.

# 8.0 Confidentiality

The unauthorised use or disclosure of confidential information is strictly prohibited. Any breach of confidentiality is viewed seriously and may constitute misconduct or serious misconduct, depending on the circumstances. All employees, contractors, volunteers, students and other persons who encounter or have access to confidential information must maintain the privacy, confidentiality and security of that information.

Seasons is the custodian of personal and confidential information held for care, service delivery, employment and business purposes and is responsible for protecting that information in accordance with legal, ethical and contractual obligations. Access to confidential information must be limited to those who require that information to perform their role or to otherwise meet a lawful organisational purpose.

If a worker is exposed to confidential or business-sensitive information about an individual or client, the worker must take all reasonable steps to ensure that information is handled with sensitivity, discretion and care. Unless disclosure is authorised, required or otherwise permitted, confidential information must not be shared with any person who does not have a legitimate need to know.

Any confidential information in the possession or control of a worker remains subject to Seasons' confidentiality requirements and must be returned, secured or otherwise managed in accordance with Seasons' direction on cessation of employment or engagement, or earlier if requested.

For the purpose of this policy, confidential information includes personal information, health information and other information, whether written, spoken, printed or electronic, relating to the past, present or future operations or affairs of Seasons or of any resident, client, tenant, employee, contractor, supplier or business partner, including:

- care records, service records, assessment information and clinical documentation.

- business operations, products, services, financial reports, budgets, fees, pricing information, supplier and customer arrangements, research, designs, procedures, processes and security information.
- details of contracts and arrangements with third parties, including contact details and specific requirements.
- client names, contact details, schedules, calendars, diaries, databases and software.
- technical and non-technical data, methods, research activities, ideas and concepts.
- financial and accounting information, remuneration information and financial plans, and.
- other information obtained through employment or engagement with Seasons that is confidential by its nature or by law.

Confidential information does not include information that has lawfully entered the public domain other than through a breach of confidence, contract or law.

## 8.1 Legal

Employees are not permitted to authorise official documents, whether electronic or paper-based, unless delegated to do so. Employees are also not permitted to witness legal documents pertaining to a resident, client or person responsible unless this is specifically authorised as part of their role and lawful to do so.

All employees must understand and comply with legal requirements relating to privacy, confidentiality, recordkeeping and document governance within their work environment. Failure to comply may result in disciplinary action, up to and including termination of employment or engagement.

# 9.0 Security of Privacy Information

The unauthorised use or disclosure of confidential information is strictly prohibited. Any breach of confidentiality is viewed seriously and may constitute misconduct or serious misconduct, depending on the circumstances. All employees, contractors, volunteers, students and other persons who encounter or have access to confidential information must maintain the privacy, confidentiality and security of that information.

Seasons is the custodian of personal and confidential information held for care, service delivery, employment and business purposes and is responsible for protecting that information in accordance with legal, ethical and contractual obligations. Access to confidential information must be limited to those who require that information to perform their role or to otherwise meet a lawful organisational purpose.

If a worker is exposed to confidential or business-sensitive information about an individual or client, the worker must take all reasonable steps to ensure that information is handled with sensitivity, discretion and care. Unless disclosure is authorised, required or otherwise permitted, confidential information must not be shared with any person who does not have a legitimate need to know.

Any confidential information in the possession or control of a worker remains subject to Seasons' confidentiality requirements and must be returned, secured or otherwise managed in accordance with Seasons' direction on cessation of employment or engagement, or earlier if requested.

For the purpose of this policy, confidential information includes personal information, health information and other information, whether written, spoken, printed or electronic, relating to the past, present or future operations or affairs of Seasons or of any resident, client, tenant, employee, contractor, supplier or business partner, including:

- care records, service records, assessment information and clinical documentation.
- business operations, products, services, financial reports, budgets, fees, pricing information, supplier and customer arrangements, research, designs, procedures, processes and security information.
- details of contracts and arrangements with third parties, including contact details and specific requirements.
- client names, contact details, schedules, calendars, diaries, databases and software.
- technical and non-technical data, methods, research activities, ideas and concepts.
- financial and accounting information, remuneration information and financial plans, and.
- other information obtained through employment or engagement with Seasons that is confidential by its nature or by law.



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All employees must understand and comply with legal requirements relating to privacy, confidentiality, recordkeeping and document governance within their work environment. Failure to comply may result in disciplinary action, up to and including termination of employment or engagement.

# 10.0 Maintaining the Quality of Personal Information

Seasons seeks, through all reasonable means, to ensure that personal information collected, stored, used and disclosed is accurate, complete, relevant and up to date. If Seasons becomes aware that information held is inaccurate, incomplete, misleading or out of date, or if an individual requests correction, Seasons will take reasonable steps to correct the information as appropriate.

If Seasons refuses a request to correct information, Seasons will provide the requester with written reasons for the refusal and information about Seasons' complaints process.

# 11.0 Accessing Information

Residents, clients, tenants, employees and other relevant individuals whose information is held by Seasons are entitled to request access to that information. Seasons will respond to requests in a reasonable and practicable manner and within the timeframes required by law. Proof of identity may be required before access is granted to ensure information is only provided to the correct person and that the privacy of others is protected.

Seasons will take reasonable steps to provide access to personal information within 30 days of the request, subject to any lawful exception. Access may be provided in the manner requested where reasonable and practicable, or by another reasonable method.

If access is refused, Seasons will provide a written explanation of the reasons for the decision and details of the complaints process if the individual wishes to challenge the refusal.

Access may be refused in circumstances including, but not limited to, where:

- giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety.
- giving access would have an unreasonable impact on the privacy of another individual.
- the request is frivolous or vexatious.
- the information relates to existing or anticipated legal proceedings and would not be accessible through the normal legal process.
- giving access would reveal Seasons' intentions in relation to negotiations with the individual in a way that would prejudice those negotiations.
- giving access would be unlawful.
- denying access is required or authorised by law or by a court or tribunal order.
- giving access would likely prejudice the taking of appropriate action in relation to suspected unlawful activity or serious misconduct, or.
- giving access would likely prejudice enforcement-related activities conducted by or on behalf of an enforcement body.

## 12.0 New Residents and Employee Information

New residents, clients and other service recipients will be made aware of this policy and advised that they may view it on the Seasons website or request a copy from their Community Manager or another appropriate Seasons representative.

New employees, contractors, volunteers and students receive onboarding information that includes Seasons' privacy and confidentiality expectations. Relevant documentation, including the Employee Handbook and supporting procedures, outlines the management of employee information and confidentiality obligations.

## 13.0 Openness and Transparency

Seasons shall make its Privacy Policy available via the Seasons website, Seasons Flexi Lease Website or via relevant HR software. The Privacy Policy in its entirety can be made readily available upon request to the Seasons Community Manager verbally or in writing. An individual may also contact the Seasons Support Office to request a copy of the Privacy Policy.

## 14.0 Breach of the Privacy Policy

Where a breach of the Seasons Privacy Policy is suspected or reported the Seasons management must be notified of the suspected or reported breach as soon as practicable by the individual who has identified the breach or potential breach.

The Seasons management will consult with relevant Seasons personnel regarding the management of a suspected or reported breach. The Seasons management may determine how the suspected or reported breach is managed after consultation with relevant Seasons personnel.

Seasons personnel responsible for notifying Seasons management of the breach or suspected breach of the Privacy and Confidentiality Policy shall prepare a report for the Seasons management as soon as practicable dealing with:

- The background to the breach or suspected breach;
- How the breach or suspected breach occurred;
- What measures were taken to remedy or ameliorate the breach or suspected breach; and
- What processes or procedures have been implemented to prevent a repeat of the situation.

Seasons management will keep a record of all suspected and reported breaches of the Privacy and Confidentiality Policy and their outcome and will report breaches to Seasons insurer.

### 13.1 Privacy concerns, complaints and suggestions

Concerns, complaints and suggestions relating to privacy and confidentiality may be raised through a range of channels in accordance with the Seasons Living Feedback and Complaints Policy and Procedure. This includes raising matters verbally with a Seasons Community Manager or team member, submitting a feedback or complaints form, contacting Seasons via the Seasons website, or providing details in writing to the Seasons Support Office via the following:

**Email:** [info@seasonsliving.com.au](mailto:info@seasonsliving.com.au)

**Address:** Building 5, Level 2, 205 Leitchs Road, Brendale, QLD 4500

All privacy-related concerns, complaints and suggestions will be managed in accordance with the Seasons Living - Feedback and Complaints policy and procedures. Seasons is committed to ensuring that all matters are handled in a fair, transparent and timely manner, and in a way that supports the dignity, rights and safety of the individual.

Privacy concerns and complaints will be taken seriously and acknowledged promptly, assessed and managed in a consistent and proportionate manner, and handled confidentially, with information shared only where necessary to investigate and resolve the matter. Concerns and complaints will be managed in a way that does not adversely impact the individual's access to care, services or accommodation.

A designated Seasons representative will oversee the management and investigation of the concern or complaint. Where appropriate, this may include consultation with relevant internal stakeholders or external parties to ensure a thorough and objective review. Complainants will be kept informed of the progress of their complaint and advised of the outcome and any actions taken.

Where a concern identifies a potential privacy breach, Seasons will also manage the matter in accordance with its Privacy Breach processes, including assessment of any notification requirements.

If a complainant is not satisfied with the outcome, they may request an internal review in accordance with the Feedback and Complaints Policy. Individuals also have the right to seek external review or make a complaint to the Office of the Australian Information Commissioner. Further information is available at [oaic.gov.au](http://oaic.gov.au).

Where relevant, individuals may also contact the Aged Care Quality and Safety Commission for matters relating to aged care services.

## 15.0 References

Australian Government Department of Health and Aged Care	Aged Care Act 2024 (Cth) - <a href="https://www.legislation.gov.au/C2024A00104/latest">https://www.legislation.gov.au/C2024A00104/latest</a>
Australian Government Department of Health and Aged Care	Strengthened Aged Care Quality Standards - <a href="https://www.health.gov.au/our-work/strengthened-aged-care-quality-standards">https://www.health.gov.au/our-work/strengthened-aged-care-quality-standards</a>
Office of the Australian Information Commissioner	Privacy Act 1988 (Cth) - <a href="https://www.legislation.gov.au/C2004A03712/latest">https://www.legislation.gov.au/C2004A03712/latest</a>
Office of the Australian Information Commissioner	Australian Privacy Principles - <a href="https://www.oaic.gov.au/privacy/australian-privacy-principles">https://www.oaic.gov.au/privacy/australian-privacy-principles</a>
Office of the Australian Information Commissioner	Notifiable Data Breaches Scheme - <a href="https://www.oaic.gov.au/privacy/notifiable-data-breaches">https://www.oaic.gov.au/privacy/notifiable-data-breaches</a>
Australian Digital Health Agency	My Health Records Act 2012 - <a href="https://www.legislation.gov.au/C2012A00063/latest">https://www.legislation.gov.au/C2012A00063/latest</a>
Australian Commission on Safety and Quality in Health Care	National Safety and Quality Health Service Standards - <a href="https://www.safetyandquality.gov.au/standards/nsqhs-standards">https://www.safetyandquality.gov.au/standards/nsqhs-standards</a>
Aged Care Quality and Safety Commission	Guidance on Information Handling and Privacy in Aged Care - <a href="https://www.agedcarequality.gov.au/providers/resources">https://www.agedcarequality.gov.au/providers/resources</a>

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<b>Office of the Australian Information Commissioner</b>	Guide to Health Privacy - <a href="https://www.oaic.gov.au/privacy/guidance-and-advice/health-service-providers">https://www.oaic.gov.au/privacy/guidance-and-advice/health-service-providers</a>
<b>Australian Commission on Safety and Quality in Health Care</b>	Partnering with Consumers Standard - <a href="https://www.safetyandquality.gov.au/standards/nsqhs-standards/partnering-consumers-standard">https://www.safetyandquality.gov.au/standards/nsqhs-standards/partnering-consumers-standard</a>
<b>Safe Work Australia</b>	Work Health and Safety Act 2011 - <a href="https://www.legislation.gov.au/Details/C2011A00137">https://www.legislation.gov.au/Details/C2011A00137</a>