

Privacy Notice

The Palm Island Community Company (PICC) acknowledges that the information collected from service users may be of a sensitive and personal nature.

PICC collects personal information to assist in the planning and delivery of care and associated support services that meet required service standards as defined by legislation and allows the organisation to fulfil our duty-of-care obligations.

Personal and sensitive information about a service user, their family, their carers or others that is collected by PICC will remain confidential and not be disclosed to other parties other than authorised PICC personnel involved in managing, coordinating or directly providing care or associated support services to the service user or their carer or guardian. Information about children and young people in the care of PICC may also be disclosed to the Department of Children, Youth Justice and Multicultural Affairs (Child Safety Services).

Information collected may be provided to the relevant funding agency for the purpose of ensuring that service users are provided with a quality service.

Disclosure of the information to other individuals or organisations will occur only when consent has been obtained from the service user, their carer or their guardian, or where the disclosure of this information to a statutory authority or emergency service is viewed as necessary to prevent significant and imminent harm to the service user or is otherwise permitted or required by law.

Information collected may be aggregated with information collected about other service users and client. Where this occurs, the aggregated information will not be presented or published in a way that might enable the identification of individuals.

