

Your Privacy

Our Use or Disclosure of Information



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Demonstrating Our Commitment to Security and Privacy

At Mindful Beings, we take your data security and privacy seriously, aligning with our core values and family-centred principles. We adhere to stringent rules and policies to ensure the secure storage of information in all formats. Our paramount objective is to safeguard your information from any unauthorised access, loss, or misuse.

Mindful Beings Responsibilities

At Mindful Beings, we take your privacy seriously and are committed to treating your personal health information in accordance with privacy laws. The purpose of this guide is to explain how and why we collect information about you, how you can access your information, and how your information may be used within our service or disclosed to other parties.

Your Personal Health Information

Your personal health information, whether in paper or electronic format, plays a vital role in our client-centric approach. It may be utilised by Mindful Beings or shared outside our health service to facilitate the delivery of appropriate care and treatment to you. For instance, your information may be employed or disclosed in the following ways:

- Your Designated General Practitioner, in conjunction with the information acquired from your discharge and referral documentation.
- Contacting you at your residence to arrange follow-up appointments.
- Your caregiver, for the purpose of providing comprehensive care.
- Emergency services, including ambulance or law enforcement, should the need arise.
- Soliciting feedback on the service you've received to enhance our services further.
- Financial matters and debt recovery.
- Collaboration with other health services, support coordination agencies, plan management agencies, equipment suppliers, and construction companies.
- Engagement with other health services and authorised third parties in cases of an immediate and severe threat to someone's life, health, or well-being, such as during emergencies.
- Investigation and reporting of complaints, encompassing concerns regarding your care, staff conduct, information privacy, safety, and any incidents that have transpired.
- Managing legal actions or claims brought by participants against our health service.
- For activities pertaining to the operation of our service and the treatment of our participants, including funding, planning, safety, and quality improvement endeavours.

Translating and Interpreting Service

Need help reaching out to our team? Mindful Beings offers a Translating and Interpreting Service (TIS) to assist you. Simply dial 13 14 50 for help.

Your Personal Information

To ensure we respect your privacy, please let us know if there is any information you would rather we not collect, use, or share. We will document your preferences on your consent form. It is important to note that by not consenting to the sharing of your information with key parties, your healthcare may be impacted – we will discuss this with you.

The law allows or mandates the sharing of your personal health information with third parties, including government agencies such as the NDIS, police, and other health services, as well as law enforcement agencies. This only happens if the information is related to the safety, welfare, or well-being of a child or young person. If necessary evidence in court, your information may be disclosed to comply with a subpoena or search warrant. We utilise a secure online patient handling service to store your information and may also disclose it to recipients located outside of Australia, provided that consent has been obtained or we are legally authorised to do so. Additionally, we may share your information with third parties that help us provide our services to you. Your information will be stored for up to seven years as per the Privacy Act.

You have the right to access your information. Please contact our office at hello@mindfulbeings.au if you need access to your information.

Collection of Your Information

We collect information directly from you whenever possible. In emergencies, we may need to collect information from a family member, friend, carer, or other person who can assist us in providing you with appropriate healthcare.

Security of Information Collected

Your information may be stored in various ways, including paper health records, electronic health records forming part of a secure computer database, images, photographs, and audio or video recordings. We will obtain your consent to hold this information.