



Collection Notice – Patient Assisted Travel Scheme

Why are you receiving this notice?

You are receiving this notice because WA Country Health Service (ABN 28 680 145 816) (**WACHS, we, us, our**) may collect your personal information because you have registered to receive and/or are claiming financial subsidies under the Patient Assisted Travel Scheme (PATS) PATS collects this information for the purposes of administering and processing claims and payments under PATS.

This Collection Notice contains information we are required by the *Privacy and Responsible Information Sharing Act 2024* (WA) (**PRIS Act**) to give you when collecting your personal information.

Why do we collect your information?

WACHS collects personal information from you to assist us in the performance of our functions and activities as a health service provider and public authority. This includes ensuring the safety of patients, staff and other people on our site(s) or involved in our services.

We may collect personal information that is specifically required or authorised by legislation under which we operate and provide services, including the PRIS Act, *Health Services Act 2016* (WA), *Health Services (Information) Regulations 2017* (WA), *Surveillance Devices Act 1998* (WA) and the *Public Sector Management Act 1994* (WA).

What information are we collecting?

The following information is being collected:

- Personal Details such as name, address, signature, phone number, email address, gender, date of birth and whether you identify as Aboriginal and/or Torres Strait Islander.
- Healthcare and concession card details, including Medicare, Veterans Affairs and Pensioner or concession.
- Health Information, including changes to your health condition identified during the relevant trip.
- Bank Account details.
- Details or evidence of appointments for which you are claiming a subsidy payment such as date, location and reason for appointment and referral letters.
- Details of travel and accommodation which you are claiming a subsidy payment, including the mode of transport, departure and return dates, accommodation provider details and accommodation receipts.
- Details of any support persons or dependents accompanying you during relevant travel and accommodation.

Personal information will be held in secure systems hosted in Australia. If a service provider needs to store or access your personal information outside of Australia, this will be addressed through contractual arrangements, and the service provider will be required to comply with privacy protections equivalent to those in the PRIS Act.

When can we use and share your information?

We only use or share your personal information with your consent or where permitted under the relevant legislation, including the PRIS Act and the *Health Services Act 2016* (WA). This includes:

- for the purpose for which it was collected or a related purpose that is authorised under the PRIS Act and which you would reasonably expect;
- to your health care, transport or accommodation provider(s) for the purposes of, and only to the extent required to, administering any application for PATS subsidy by you;
- to contracted service providers, if they require access to fulfil the work they have been engaged to do;
- for insurance purposes, including the management of claims; and
- where WACHS reasonably believes it to be necessary to prevent or lessen a serious threat to public health or the life, health safety or welfare of any individual.

Who do we usually share information with?

WACHS usually shares in relation to PATS applications with:

- the Department of Primary Industries and Regional Development;
- Medicare;
- your health care, transport or accommodation provider(s);
- third parties acting on your behalf where they provide evidence that they have authority to act on your behalf; and
- to other Health Service Providers.
- Other State, Territory or Commonwealth government agencies and commissions, such as the Western Australia Department of Health, the Coroner and the WA Police.
- The Western Australia Health Minister, regulatory bodies and integrity agencies to meet our legal obligations.

What happens if you do not provide information?

If you choose not to provide some or all of the requested information, we may be unable to:

- register you as a recipient under PATS, which means you will be unable to claim any PATS subsidy payments;
- administer your claim for PATS subsidy payment, including assessing and approving it; or
- pay you any approved PATS subsidy payment.

How can you access or update your information?

If you wish to access, update or add to the information we have collected, please contact our Release of Information Office by email on WACHS.ROICentral@health.wa.gov.au

How to find out more, access your information or make a complaint?

More information can be found at www.wacountry.health.wa.gov.au/About-us/Privacy-and-information-sharing or via the QR code.

If you have questions about how your personal information will be collected, used and shared, you can contact WACHS.InformationGovernance@health.wa.gov.au.

If you would like to make a complaint about how your personal information has been handled, collected, used or shared, please contact WACHS.PrivacyOffice@health.wa.gov.au.

