



Aboriginal and Torres Strait
Islander Health Practice
Chinese Medicine
Chiropractic
Dental
Medical
Medical Radiation Practice
Nursing and Midwifery
Occupational Therapy
Optometry
Osteopathy
Pharmacy
Physiotherapy
Podiatry
Psychology

Australian Health Practitioner Regulation Agency

Privacy statement – health records, claims, return to work and rehabilitation WHS004.5.1

Purpose and scope

AHPRA is committed to providing the necessary services to return injured workers to suitable safe employment within a supportive work environment as soon as possible. In order to achieve this objective AHPRA must collect and use certain types of personal information and data. This statement describes how that information is treated confidentially.

Privacy statement

1.0 About this statement

- 1.1 The function of HR and the provision of services require us to collect and handle large amounts of personal and health information about individuals, including injured workers and other persons such as treating professionals who assist us in the work that we do. We are committed to achieving the highest standards in the protection of privacy and in our handling of personal and health information. We are required by law to take reasonable steps to let people know the sort of information we hold, the purposes for which we collect it, and how we collect, hold, use and disclose that information.
- 1.2 The Privacy Statement explains our policy for handling personal information which you may provide to us when you have an injury, make a claim or report an incident and sets out our general procedures and practices with respect to collection, use, disclosure, storage and handling of personal and health information

2.0 Collection of information

- 2.1 Such information may include personal information such as your contact details; it may also include details of incidents, accidents, injuries, medical and health information. All such information is strictly confidential and shall not be disclosed unnecessarily to any person.

3.0 Use and disclosure of information

- 3.1 In addition to the other situations described in this Privacy Statement, we may collect, use and disclose personal and/or health information in a number of situations, including:
- if you make a Workers Compensation claim
 - if you are ill or have informed us of a health condition or disability
 - if you are involved in a return-to-work or rehabilitation program
 - if you have been involved in an incident or accident that we are investigating
 - if you apply for a job or are employed by us
 - if you provide us with information, make a complaint or otherwise contact HR
- 3.2 Access to personnel files and health records is strictly controlled and restricted, on a need to know basis to those AHPRA employees directly involved in the provision of claims management, return to work or rehabilitation services or relevant treating providers. Written authority is required to contact your treating providers. A list of authorised employees is attached below and outlines their specific roles and responsibilities.

4.0 Security

- 4.1 We take reasonable steps to protect that information from misuse and loss and from unauthorised access, modification and disclosure.
- 4.2 We implement technology and security policies, rules and measures to protect the personal and health information that we have under our control.

5. Access

- 5.1 If you would like access to information about your health records, claims file, return-to-work plan or rehabilitation program, contact the authorised HR personnel below.

6. Authorised employees – roles and responsibilities

- 6.1 A summary of authorised employees, roles and responsibilities follows:
 - All HR staff at National and the relevant HR Practitioners in the specific State or Territory.
 - National coordinator for Worker's Compensation
 - Risk and Compliance Manager for the purposes of compiling statistics, reporting and investigating incidents.
 - The injured worker's direct line manager responsible for the supervision of their return-to-work plan or rehabilitation program.
 - The injured worker's treating providers and Workcover/ insurance case manager – once written authorisation has been obtained.

7.0 Changes to this Privacy Statement

- 7.1 This statement shall be reviewed periodically to ensure that it continues to meet the needs of AHPRA and its employees and remains consistent with relevant legislation.

Related documents

Related documents include:

- First aid procedures, WHS004.3.2
- Manual handling and ergonomic procedures, WHS004.4.3
- WHS issue resolution procedure, WHS004.6.4
- Injury management, rehabilitation and return to work policy, WHS002
- Incident/accident reporting and investigation procedures, WHS004.6.2
- WHS workplace inspection procedure, WHS004.6.1
- WHS job safety assessment procedure, WHS004.4.2
- WHS System Audit Guidelines, WHS004.4.6.3
- WHS Performance and reporting procedures, WHS004.6.5
- WHS incident, accident and investigation report WHS004.6.2.1
- Privacy Statement – health records, claims, return-to-work and rehabilitation WHS004.5.1
- WHS Workplace Inspection Checklist WHS004.6.1.1

Relevant legislation

This policy should be read in conjunction with the following legislation:

- Work Health and Safety Act 2011 (ACT);
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety (National Uniform Legislation) Act 2011 (NT)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2012 (Tas)

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Safety and Health Act 1984 (WA)
- Each State and Territory also has a set of Regulations to support the legislation which must also be complied with by AHPRA in each relevant jurisdiction.

Definitions

The following definitions apply:

Term	Definitions
Not applicable	

Document control

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