

Privacy Policy

Resolute Care Group

Last updated: 4th September 2026

1. Our privacy commitment

Resolute Care Group Pty Ltd (ABN 61 652 530 311) ("Resolute", "we", "us", "our") understands and respects the importance of your privacy. This policy explains how we collect, store, use and disclose your personal information, and the rights you have in relation to it.

We take our privacy obligations seriously and comply with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and with the privacy and confidentiality obligations that apply to us as a registered provider under the NDIS, My Aged Care, Department of Veterans' Affairs (DVA) and National Injury Insurance Scheme Queensland (NIISQ) frameworks.

2. The information we collect

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable. The personal information we may collect includes, but is not limited to:

- Contact details: name, address, phone number, email
- Information about your family and related persons, such as your partner, parents, children, dependants, carers, nominee or authorised representative
- Government identifiers, such as your Medicare reference, NDIS number, My Aged Care reference, DVA or NIISQ details
- Biographical data, such as date of birth
- Funding, plan and payment details

Sensitive information. With your consent, we may also collect sensitive information, which is given a higher level of protection under the Privacy Act. This may include:

- Health and disability information, including care needs, medications and support plans
- Race or ethnic origin
- Cultural and linguistic background, including languages you speak
- Religious beliefs

We may also collect photos or video of you, which we will only use or share with your consent.

It is your choice whether to provide your personal and sensitive information. However, if you choose not to provide some or all of it, we may not be able to offer or provide you with all our services.

3. How we collect information

We collect your personal information through our interactions with you, including written and electronic communication, online forms, our website, and personal interactions such as face-to-face or telephone conversations.

We collect information directly from you most of the time. On occasion, and where possible with your consent, we may also obtain information from others, including:

- Your family member, carer, guardian, nominee or representative
- Your doctor, health professionals and other service providers involved in your care
- Government agencies and funders, such as the NDIA, My Aged Care, the DVA, NIISQ, and the Department of Families, Seniors, Disability and Child Safety

4. How we use your information

We only use information for the primary purpose for which it was collected, a related secondary purpose you would reasonably expect, where permitted by law, or where you have consented.

Purpose	How we use your information
Deliver your care	Assess and process referrals and applications Deliver, coordinate and manage your services Communicate with you or your representatives
Manage payments	Manage funding, claiming, fees and payments
Improve our services	Review feedback Monitor communications for quality, training and compliance
Manage operations & safety	Deliver and administer our operations Investigate health and safety incidents Reduce the risk of unauthorised access and other malicious activity
Meet legal obligations	Comply with our legal, funding and regulatory obligations
De-identified insights	Use de-identified information for internal insight and analytics

We do not sell your personal information.

5. Consent and sensitive information

Because we collect health and disability information, we rely on your consent to collect, use and disclose that information for the purposes of your care. You will be provided with a consent form upon signing your Service Agreement and Schedule of Supports. You may withdraw your consent at any time by contacting us, although this may affect our ability to provide some or all services. Where you are supported by a guardian, nominee or authorised representative, consent may be provided on your behalf in accordance with the law.

6. When we share or disclose your information

We may disclose your personal information to related entities, service providers and contractors who help us deliver our services. These include:

- Microsoft (Microsoft 365), which we use for email and for secure document storage. Enquiries and form submissions made through our website are sent to our Resolute referral email address
- Our website hosting provider
- Google (Google Analytics), which helps us understand how our website is used, as described in section 14
- Professional advisers, and secure records or archive providers, where required
- Nightingale, which is where we store all client information to ensure our staff are equipped with the correct information, and documentation of shift notes and incident reports.

We require these providers to handle your information only for the purpose for which it was provided, and consistently with this policy.

Except as set out above, we will not share your personal information unless:

- You have consented to the use or disclosure
- You would reasonably expect us to use or disclose it for the primary purpose it was collected (or, for sensitive information, a directly related purpose)
- We are required or authorised by law
- We reasonably believe it is necessary to lessen or prevent a serious threat to the life, health or safety of any individual or the public
- It is necessary to act on suspected unlawful activity or serious misconduct, or to establish or defend a legal claim

We do not disclose your personal information for the purpose of selling it, and we do not use it for marketing without giving you the chance to opt out.

7. How we store and protect your information

We store personal information in a range of formats, including hard-copy files in secure storage, Resolute-issued electronic devices, secure databases, and trusted third-party storage such as cloud providers. We have an agreement with DakTech who monitor and support our systems to remain free from viruses and high-level security protection of all data maintained within the Resolute Care databases.

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include:

- Access controls that limit access to staff who need it for your care
- Staff confidentiality and privacy obligations, and training
- Secure buildings and physical security procedures
- Due diligence when engaging third-party providers
- Secure destruction, deletion or de-identification of information we no longer need

8. Overseas disclosure

Resolute's core information is held in Australia. Our agreement with third-party or cloud-based services clearly states that we do not allow Resolute Care information to be distributed outside of Australia. DakTech ensures that these processes are maintained to ensure that information is always secure.

9. How long we keep your information

We keep personal information only for as long as necessary to provide services to you and to meet our legal, funding and regulatory obligations, including the record-keeping requirements that apply to us as a registered NDIS and aged care provider. When information is no longer required, we securely destroy or de-identify it. In alignment with NDIS and Aged Care record-keeping requirements, protected data is retained for seven years.

10. Accessing your information

You have the right to ask for access to the personal information we hold about you. To make a request, contact us using the details in section 14. You will need to verify your identity first, and where there is a large volume of information to retrieve, a small fee may apply.

Most of the time we can provide access. However, we may decline where:

- Giving access would pose a serious threat to the life, health or safety of any person
- It would unreasonably affect the privacy of others
- The request is frivolous or vexatious
- The information relates to existing or anticipated legal proceedings, or access can be denied under law

If we decline your request, we will tell you why.

11. Correcting your information

If you believe the information we hold about you is incorrect, incomplete or out of date, please tell us and we will correct it where we agree or where evidence supports the change. If, after careful review, we do not agree the information should be changed, we will not change it, but we will attach a note recording your request.

12. Data breach response

We have procedures to respond promptly to actual or suspected data breaches. If an eligible data breach occurs and personal information is likely to result in serious harm, we will notify the affected individuals and the Office of the Australian Information Commissioner (OAIC) in accordance with the Notifiable Data Breaches scheme.

Where we cannot contact an affected person directly, we may publish a notice about the breach on our website. Such a notice will not contain your personal information.

Breaches are aimed to be closed within one week in alignment with the Quality Safeguard Commission's requirements. Where alternative timeframes stipulated by the Commission are required for more complex breaches, this is a 24-hour reporting period.

13. Complaints

If you have a concern about how we have handled your personal information, please contact us first using the details below so we can try to resolve it. We will listen to your concern, discuss how we can resolve it, and let you know how we are dealing with it.

If you are still not satisfied, you may ask for your concern to be considered by an independent person who is not employed by Resolute. This is called mediation.

If you remain unsatisfied, you may contact the Office of the Australian Information Commissioner (OAIC):

- Website: www.oaic.gov.au
- Phone: 1300 363 992

14. Our website

Analytics and cookies.

Our website uses Google Analytics to understand how visitors use the site, such as pages visited, device type and approximate location, so we can improve it. This service uses cookies (small files stored on your device). Our website also uses standard functional cookies that help it operate. You can manage or delete cookies through your browser settings. Our website does not currently display a cookie consent banner.

Forms.

When you submit an enquiry, onboarding or employment form, we collect the information you provide in order to respond to you and progress your enquiry or application.

Embedded content.

Pages may include embedded content (such as videos or maps) from other websites, which behaves as though you had visited that other site and may collect data about you.

Images.

Where we publish photographs on our website, we do so with the consent of the people shown, and we take reasonable steps to remove any embedded location data from images before they are published.

Reviews.

Our website allows you to submit a review or testimonial. When you do, we collect the information you provide in the review form, which may include your name and your comments, along with technical information such as your IP address to help protect the site from spam. Reviews you submit may be published on our website. Please do not include sensitive personal or health information in a review. If you would like a published review removed, contact us using the details in section 16.

15. Changes to this policy

As our organisation evolves, we may review and amend this policy. The current version will always be available on our website, showing the date, it was last updated. Please check periodically to stay informed.

16. Contact us

For any privacy question, request or complaint, please contact us:

- Phone: 1300 311 679 | TSV, AYR & BNE
- Email: info@resolutecaregroup.com.au
- Head Office: 24-28 Ross River Road, Munndingburra QLD 4812