

Medical Aids Subsidy Scheme

Privacy and Collection

Notice

Consumer Information

The below privacy and collection notice is in relation to the collection of information by Queensland Health/Metro South Hospital and Health Service (MSHHS) for items and services subsidised by the Medical Aids Subsidy Scheme (MASS), including the below schemes and programs:

- Cystic Fibrosis Program (CFP)
- MASS Palliative Care Equipment Program (MASS PCEP)
- MASS Palliative Care Syringe Driver Program (MASS PCSDP)
- Queensland Artificial Limb Service (QALS)
- Queensland HME Subsidy Scheme for Laryngectomy (QHSSL)
- Spectacle Supply Scheme (QALS)

A copy of the below statement is available on your application form.

You can request a copy by contacting MASS.

The Queensland Health and Metro South Hospital and Health Service (MSHHS), via the Medical Aids Subsidy Scheme (MASS) collects and uses your personal information including your administrative, demographic, and health information as part of the MASS application process to assess your eligibility for funding assistance and delivery funded items to your home. All information is collected in accordance with the Information Privacy Act 2009 (Qld) and Hospital and Health Boards Act 2011 (Qld). It is important that you have fully read and understood this document before you provide your consent.

MSHHS will collect the following personal information:

- First name, surname, date of birth and demographic information.
- Telephone number/s.
- Residential and delivery addresses.
- Concession card details.
- Details of other support funding received.
- Contact details of nominated contact person/s.
- Information related to your health condition/disability necessitating the supply of aids/equipment.

Not providing requested information may result in your application for aids/equipment being rejected or the approval of the aids/equipment being delayed while the required information is collected. Your personal information will be securely stored and only accessible by authorised employees of Queensland Health/MSHHS. For information about how Queensland Health protects your personal information, or to learn about your right to access your own personal information, please refer to [Queensland Health's privacy policy](#).

Your personal information collected may be shared with others directly involved in the provision of MASS services, including:

- The health professionals completing your application for their records of the selection of the most suitable aids/equipment for your needs.
- The supplier of the requested aids and equipment to arrange:
 - purchase and/or hire
 - delivery to your home (if applicable)
 - collection of items (if applicable)
 - repairs and maintenance (if applicable)
- Other person/s nominated as a contact person on your application if required to act on your behalf.
- Other Hospital and Health Services when your application is related to discharge from a hospital or your rehabilitation after amputation.
- For QALS applications, in addition to above: Your amputee clinic and/or previous prosthetic service provider and funding scheme to confirm eligibility.

Our contracted service providers also observe strict personal information management requirements. To provide services in a timely manner, the most appropriate communication method will be used to share your information including telephone, email, secure data transfer and post. Your information will not be disclosed to other third parties without your consent for any unrelated purpose unless the disclosure is authorised or required by or under law. If you do not wish for us to share your information with a person or organisation, you can ask us not to share it.

At any time during the application process or the use of the funded items, you may withdraw your consent to the sharing of your personal information by informing MASS by email MASS@health.qld.gov.au or telephone on 07 3136 3636.

To understand our privacy practices more broadly, and your rights in relation to accessing and correcting your personal information, please see the [Queensland Health Privacy Policy](#).

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For more information contact:

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