

Privacy and Confidentiality Policy

DS Standard 4 – Recognition of the right to privacy, dignity and confidentiality in all aspects of life.

HACC Objective – Privacy, Confidentiality and Access to personal information.

Community Connection's position

Community Connection believes that all individuals, their families and staff have the right to have their privacy and confidentiality maintained and to be treated with dignity. Community Connection further believes that the confidentiality of service information should be maintained.

Confidentiality and Privacy Guidelines

Community Connection will protect the privacy, dignity and confidentiality of individuals, their families and staff in line with the 11 Information Privacy Principles (IPP's) in the Commonwealth Privacy Act 1988 and the Principles and Objectives of the Disability Services Act 1992.

Information collected

Community Connection will only collect personal information directly related to support and will advise the individual and his or her family why the information is being collected and to whom the information is normally disclosed.

Storage of information

Community Connection will ensure that there are reasonable safeguards to prevent unauthorised access, use or disclosure of the information.

Sharing of information

Community Connection will disclose personal information only if the individual concerned is aware of and has consented to that disclosure or if it is authorised by law.

Access to information

Community Connection will give individuals and their families access to all records containing their personal information on request and will alter those records if they are inaccurate, subject to Queensland laws.

Dignity

Community Connection staff will operate within the Code of Conduct to provide service in a way which preserves and promotes the dignity of the individual and their family.

Maintaining Privacy and Confidentiality

Community Connection Management Committee members and staff will not discuss service issues, personal information of individuals and families, or staff disputes with anyone other than those directly affected.