

Document Information and Revision History			
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Document location		Governance	
Last Reviewed	Date to be Reviewed	Review Team	Nature of amendment
January 2016	January 2019	Management Team	
July 2016	January 2019	Rhonda	Format Change

1. REFERENCES

National Standards for Disability Services (also compliant with HSQF)

- 1. Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
- 2. Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
- 3. Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

2. COMMUNITY CONNECTION INCORPORATED'S POSITION

Community Connection Incorporated is committed to ensuring that individuals and their families are aware of their right to have an advocate present and are able to access independent representation of their choice at any time.

3. COMMUNITY CONNECTION INCORPORATED'S POSITION

Community Connection believes that all individual's, 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.

4. 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.

5. 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.

6. STORAGE OF INFORMATION

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

7. 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.

8. 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.

9. 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.

10. MAINTAINING PRIVACY AND CONFIDENTIALITY

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