



PRIVACY STATEMENT

CASSI supports and has implemented the National Privacy Principles as they apply to disability support services.

CASSI is an incorporated association that provides accommodation support to people with a disability.

In order to provide effective support we need to collect and retain information about the people who use our service and about the people who are employed by our service.

In the case of service users, CASSI needs such information so we can:

- better understand each individual's support needs,
- assist each individual to access the services and resources in the community,
- design our support strategies to better meet the needs of each individual,
- effectively manage the resources available to CASSI to provide support.

In the case of staff, CASSI needs such information so we can:

- ensure that we recruit staff with suitable skills, experience and qualifications,
- offer staff suitable professional development opportunities,
- improve and develop the quality of our service,
- effectively manage and administer our responsibilities as an employer.

All people who are supported by CASSI, and staff who are employed by CASSI, should be aware that no personal information will be disclosed by CASSI to a third party without specific and clear permission being given.

CASSI stores all such information in a private and secure manner. If you wish to gain access to the information that has been retained about you, then contact the CASSI CEO on 5562 3800.

PRIVACY, DIGNITY & CONFIDENTIALITY

In accordance with the National Privacy Principles CASSI recognises and respects each Service User's and staff member's right to privacy and confidentiality. CASSI regards it as a right of any Service User and staff member to access their own personal records held by the organisation.

Information regarding a Service User or a staff member can only be obtained or released when a current "Consent to Release Information" form (Form SU 028) or "Consent to Obtain Information" form (Form SU 029) has been completed by the Service User / advocate or staff member concerned. The authority is current only for the period nominated on the form. In general that period should not exceed twelve months. However, there will be times where disclosing information may be necessary. Types of information included here are

- non-identifying data required by funding bodies and by government departments for planning purposes,
- where disclosure is required or authorised by law (such as court subpoena or staff testifying under oath),
- where it is reasonable that the disclosure is necessary to prevent or lessen serious threat to the life or health of the Service User or another person,
- where it is reasonable that disclosure is necessary for the enforcement of criminal law or for a law imposing a fine or the protection of public revenue,
- where information disclosed may only be used for the purpose for which it was disclosed.

If a Service User or staff member wishes to access their personal records, it will be made possible with the supervision of an appropriate member of staff, as nominated by the CEO.

At all times we recognise and respect each Service Users' right to privacy, dignity and confidentiality in all aspects of his or her life. We ensure all individuals enjoy:

- freedom from intrusion and public attention,
- being treated with respect and thereby respecting their culture within our community thus providing a positive influence for their self esteem.
- an assurance that written and spoken information is protected from access and use by unauthorised persons.

Our services are delivered in a manner that respects the dignity of individuals.

Privacy Statement:

All Service Users and members of staff will be provided with a copy of CASSI's Privacy Statement. The text of that Statement is as follows:

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DOCUMENTATION

- Authority to Release Information (Form SU 028)
- Authority to Obtain Information (Form SU 029)
- Application for Employment (Form HR 016)
- Privacy Statement

RECORDS

- *Consent to Release or Obtain Information* forms to be kept on the relevant Service User or personnel files.
- *Application for Employment* on personnel file.

CROSS REFERENCES

- Management Review/Corporate Governance
- Privacy, Dignity & Confidentiality
- Staff Selection & Training
- Document & Data Control and Control of Quality Records
- Complaints
- Audits
- Development of Plans
- Delivery Of Service-Process Control
- Access and Equity
- Meeting our Service Users Individual Needs
- Participation & Integration
- Interpersonal Relationships
- Code of Conduct