

Our Commitment To You

Community Connections Australia (CCA) is committed to the privacy of people receiving support in all aspects of their life- in the home, in their community and about the personal records and information that the organisation holds about them.

This is supported by practices such as ensuring the physical privacy and personal space of people within their home, use of appropriate forms of address, and facilitating people to maintain and develop their own relationships and personal activities.

The organisation is bound by the Australian Privacy Principles, the Privacy Act (1988) and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 which came into force in March 2014*. This act regulates how organisations may collect, use, disclose and store personal information and how people may access and correct personal information held about them.

Your Personal Privacy In Your Home

Community Connections Australia (CCA) provides support to you in your home and in your community. All staff are required to comply with a Staff Code of Conduct that ensures your services are delivered in a manner that is respectful, dignified and compliant with personal privacy. Staff are not permitted to enter your home without permission, they are not allowed to enter your bedroom without your permission. Staff are not to discriminate against you or make judgments about your personal lifestyle.

Your Personal Information

We will collect personal information that is reasonably necessary to provide your support service so that we comply with our legal and duty of care obligations. Any information is objective and factual. Generally the information includes your personal information (name, date of birth, address, etc), personal service plans, your care needs, any specific issues (health, medical) and the outcomes of your support provided.

How Do We Collect Personal Information About You?

We will ask you to provide the information that is needed to provide you with a service. We will make sure that the information you provide is relevant and accurate. We will let you know what information is kept about you and where it is stored.

How Will We Keep Your Personal Information Safe?

All personal information is stored in a secure manner. Hard copy (paper) records are locked away in filing cupboards. Soft copy (electronic) records are kept in our computers using password controls. We archive old information in secure locations and will only keep it for as long as the law requires (generally 7 years). Any information that is older than 7 years is destroyed.

Can I See My Personal Information And Records?

Yes you can. You can always ask to see what personal information and records we have collected about you.

What If My Information Is Not Right?

We will change the information so that it is up-to-date and accurate. To request access or correction of personal information contact us on the details below:

Phone:	1300 36 46 88
Email:	enquiries@cco.org.au
Postal:	PO Box 253, Parramatta 2124

Using My Personal Information And Records

CCA will only use or disclose sensitive information for which it was collected. This includes:

- CCA staff on a need to know basis so as to be able to provide your supports.
- Government departments or agencies for reporting and/or compliance purposes.
- Anyone who is entitled to access your information under specific provisions of legislation.
- You have given consent.
- There is a reasonable expectation that particular information would be needed- for example a medical emergency.

Giving Consent

We will not release any information about you to any other person or agency without your consent in writing. If you are not able to give consent we will approach your Guardian or "Person Responsible". You can always withhold consent by saying "No" and you can change your mind at any time about the consent you have given. Any breaches of personal privacy will be dealt with in accordance with the organisation's Complaints Policy.

More Information

If you have any other questions about your privacy please contact CCA.

For more information about privacy laws please contact Privacy NSW on (02) 9228 8585 or see their website: www.lawlink.nsw.gov.au.