

Privacy and Confidentiality

We recognise that we hold a position of trust in holding personal and sensitive information. The Caton Connection has a strong commitment to maintaining the privacy and confidentiality of our clients.

In compliance with the following legislation – Australian Privacy Act 1988 – The Caton Connection adheres to the following privacy principles:

We only collect personal/sensitive information which is directly related to a function or activity of The Caton Connection

- we will only use fair and lawful means to collect information
- we will collect personal information directly from an individual if it is reasonably practicable to do so. If information is collected from a third party, we will advise the client of the information collected
- The Caton Connection, prior to collection or as soon as practicable, inform clients from whom they seek personal/sensitive information the purpose of the collection of the information, and any third party to whom information will be given
- personal/sensitive information is only used for the purposes which are relevant
- The Caton Connection strives to ensure the information collected is of good quality, objective, accurate, up to date, relevant and not too intrusive
- The Caton Connection takes reasonable steps to protect the personal information we hold from misuse and loss, and from unauthorised access, modification or disclosure
- clients have a right to access their personal information
- The Caton Connection does not disclose personal information to anyone else except-
 - with the consent of the person
 - to prevent a serious and imminent threat to a person's life or health
 - as required or authorised by law
 - where reasonably necessary for the enforcement of criminal or revenue law.

Any person the information is provided to under any of these exceptions, may only use it for the purpose for which it was disclosed.

We protect your information by maintaining physical, electronic and procedural safeguards.

The type of information we collect includes –

- demographic information such as age, date of birth, address, ethnicity, contact information
- information we have collected from you during an assessment of your service needs
- case notes indicating our contact with you or work on your behalf
- notes recorded by in-home and Community Support Workers when providing services
- information from other parties where you have consented to them to release such information.

We may be required to report information to funding bodies as part of our contractual accountability about the services that we provide. This information is not of a sensitive nature and is for government planning purposes.

You have the right to correct information held us that you believe to be inaccurate.

Our organisation's full privacy policy is a public document and can be accessed on request.

We maintain client records for seven years after we cease service delivery, after this time all information is destroyed.

Clients are able to provide feedback or make a complaint, directly to the manager of The Caton Connection, or their representative or other identified support person, if they feel that the organisation has breached their privacy in any way.