

WHAT HAPPENS TO THE INFORMATION I GIVE YOU?

When you move into one of our houses, we need to keep some information about you for our records. This includes:

- your name, address and date of birth and details of anyone else living at the house;
- your income details;
- information about where you have lived before and if there were any problems;
- information that we need to help support you – for example information about your health or any other services that work with you.

Your information is stored in locked filing cabinets and on secure computers. Your information is seen by staff only and not shared with anyone else unless you have given your permission by signing our “Consent to Share Information” form.

WHAT ARE CASE NOTES?

Staff keep notes about their visits to your house, any issues you’ve discussed with them and also any events that have occurred or activities you’ve taken part in. These notes are used to give you a good quality service, track your progress and save you having to repeat yourself to each different staff member. Notes are written with respect and sensitivity.

You can ask to see your notes. You will need to make an appointment to see the program manager to discuss seeing your notes. Ask your support worker to help. If you disagree with what is written, you can record your own note.



OTHER WAYS OF PROTECTING MY INFORMATION AND PRIVACY?

Staff never discuss your personal information with other tenants or community members without your permission.

If you have something private to discuss with staff, tell them first. That way they can make sure you are in a quiet space where no one else can hear or interrupt you. If asked by the Police, Centrelink or Department for Child Protection whether you are living in our accommodation, we will answer truthfully.

DO YOU SEND MY INFORMATION TO OTHER PLACES?

Every month, we need to send off information about how many people are staying in our houses to the government departments who give us funding. Your name and address is never included – you remain anonymous. We only report how many people are here, how long they have been here and information like gender and cultural background.

You will be asked to give your verbal permission for this information to be recorded when you move into one of our houses.



LIMITS TO CONFIDENTIALITY

In some serious circumstances, we will need to give information to the relevant authority if:

- someone is in danger of being hurt;
- if the police or courts demand it;
- if someone has an infectious disease; or
- if we suspect a crime is being committed.

In these cases, we are required to pass on information and can do so without permission.

ANY CONCERNS OR QUESTIONS?

If you are worried about the privacy and confidentiality of your personal information, talk to your support worker or ask to talk to a senior manager.

**INDIGO JUNCTION RECOGNISES AND RESPECTS
YOUR RIGHT TO PRIVACY AND CONFIDENTIALITY**