

## **ACCESS TO CONSUMERS' PERSONAL INFORMATION**

### **PURPOSE:**

The purpose of the policy is to affirm the rights of consumers and/or their advocates to access their personal information and files and that this right will be respected by staff, families and agency.

### **SCOPE:**

- Access to confidential consumer information

### **POLICY:**

1. Breakaway Toowoomba Inc. will support consumers and their advocates to access their personal information.
2. Breakaway Toowoomba Inc. acknowledges the need where appropriate, for access to relevant confidential consumer's information by direct support workers, other organisations, consumer advocates and certain government departments, including the Adult Guardian.

### **PROCEDURE:**

#### **1. Access to confidential consumer information**

- 1.1 Consumers and their families who wish to have access to their information can do so at any time. Staff will support any consumer who needs assistance to access his/her files.
- 1.2 Request for access to personal information can be made in writing or verbally.
- 1.3 Consumers can choose to have their advocate present when they access their files.
- 1.4 Photographs of consumers will not be used for any purpose without their consent, and only for the specific purpose.
- 1.5 Confidential information relating to consumers will not be released to any agency, government department or non-program area without the consumer's knowledge and written permission unless information is requested by a government department that has the legal right to gain such information.
- 1.6 Consumers will be requested to sign a form giving their permission to release information, however consumers will be able to withdraw their consent to release information at any time if they choose to do so; verbal consent is acceptable however, further written confirmation will be required.

**Related Forms:**

**Authority to Release/Exchange Information**

Approved (Executive Officers) *David Bal* Date *18.06.09*

Approved (Chairperson) *Paul E Devine* Date *18.06.09*