



CASS Group- Disability Services

MAINTAINING PARTICIPANT INFORMATION

Policy Code: 1125

MAINTAINING PARTICIPANT INFORMATION

Policy Statement

The only information held by the CASS Disability Services about a participant will be information necessary to assess the need of the service, and to provide the service. Information should be as non-obtrusive and objective as possible, yet relevant and up-to-date.

Information about a participant will not be shared with another agency without the permission of the participant or his/her guardian or advocate.

Participants have the right to read any personal information about them kept by the CASS Disability Services.

All participant information kept by the service is recorded, maintained, stored, and made available in ways that respect the participant's right to privacy, dignity and confidentiality. Except in cases of emergency the participant's consent is obtained before permission is sought or released.

Information about Participants is not passed on to their families without specific permission from the participant. Information is only disclosed against the wishes of the participant in a situation that poses a serious threat to the life or health of an individual or where there are other legal or legislative requirements.

Procedure

1. Participant's records are kept in a locked cabinet and are available only to staff who need access to the information.
2. Communication or appointment books that contain personal or confidential information about the participant will be kept in a locked office and will only be available to staff who need access to the information.
3. Information about a participant will not be given out to any person without specific written permission of the participant, participant's authorised representative, advocate or guardian. All Participants will be requested to sign the "Consent Form to Collect, Use and Disclose Personal Information for the Purpose of Providing Disability Services" prior to the commencement of service.
4. Except in cases of emergency the participant's consent is to be obtained before information is sought or released.

5. Before a consent form is filled out the staff member needs to explain to the participant why the information is required and who will have access to the information.
6. The participant may need to be provided with information to help them to make an informed decision.
7. If consent is given over the phone, then make a note of the details on the record and if possible complete a written consent as soon as possible.
8. Staff must not discuss a participant's issues with people outside the service without the participant's permission.
9. Staff must not disclose information against the wishes of the participant unless the situation poses a serious threat to the life or health of any individual or there is a legal requirement.
10. Staff should respect the privacy and confidentiality of relationships between Participants, their families, guardians, advocates and friends.
11. Staff respects the group home participant's right to receive personal mail, to have private telephone conversations and private meetings with family and friends.

Documents related to this policy	
Related Policies	
Forms, record keeping or other organisational documents	• Consent Form to Collect, Use and Disclose Personal Information for the Purpose of Providing Disability Services • Deed of Confidentiality

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	1 June 2014	HAS & DS Committee	31 May 2017
Version 2	29 May 2017	HAS & DS Committee	28 May 2020
Version 3	November 2020	HAS & DS Committee	November 2023
Version 4	November 2023	HAS & DS Committee	November 2026
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