**CLIENT RECORDS**

**Why do we collect your information?**

We will use all the information you give to help us know what you need and so we can plan the best care for you.

**What information is kept about you?**

The following information may be held about you:

• name, address, phone number

• nationality and language spoken

• aboriginality

• name and address of carer (if any)

• health information including: diagnoses, operations, medical history

• details associated with services we have provided to you

• any additional information provided to us by you.

**Who will use your information?**

The information you provide is used by those people involved in your care. Your de-identified information may also be used by the Murilla Respite Service for planning and quality improvement.

**Access to records**

You have the right to look at your file under the Information Privacy Act 2009. (QLD)

Consent to share information. Your information can only be given to other services taking part in your care if you sign a consent form. You have the right to ask that your information not be given to others.

Information about you is passed on to our funding bodies; however this information does not have your name on it and is used for funding, planning and improving services.

**How is your information protected?**

Information about you is stored safely and securely.

**Confidentiality**

There are three special situations that require the Murilla Respite Service to break the promise of privacy.

* Required reporting of child abuse.
* Situations where the client is at risk of hurting themselves or another person, or whose current condition reduces their ability to make decisions.
* Where a client record or worker is requested by a Court of Law.