

RIGHTS, PRIVACY & CONFIDENTIALITY INFORMATION

YOUR RIGHT TO FAIR TREATMENT AT KYABRA

Kyabra's Commitment

Kyabra welcomes all feedback as an opportunity to improve our services. We will ensure that all service users, community members, employees and other stakeholders have the opportunity to exercise their rights to raise issues of concern.

If you would like to talk to someone about your concerns, you also have the right to have someone with you – a friend or advocate of your choice.

Kyabra Community Association is committed to responding fairly, promptly, confidentially and without penalty to any concern raised.

If you would like further information about Kyabra's Complaints Policy, please ask your key worker or go to our website www.kyabra.org

PRIVACY AND CONFIDENTIALITY AT KYABRA

Kyabra Community Association aims to uphold the highest standards of your privacy and confidentiality. Kyabra workers respect that information shared by you, belongs to you.

Sharing your information with other Kyabra workers

Workers who have ongoing contact with you will only discuss your information with other workers within Kyabra if it helps you in some way.

Sharing your information with other organisations or people outside Kyabra

Your information will not be shared with any other organisation or people outside of Kyabra unless you give permission (wherever possible in writing). In some circumstances we may share information without your permission due to ethical and legal requirements.

Times when we may break your confidence

If there are significant issues of safety and wellbeing for you or other people, Kyabra staff may be ethically and legally required to report to an appropriate authority. If this happens, a Kyabra worker will discuss this with you.

Records

We are required to keep records electronically. Agencies that fund our services require Kyabra to provide coded statistical information.

If you would like further information about Kyabra's Privacy and Confidentiality Policy and Procedures, please ask your worker or go to our website www.kyabra.org

OFFICE HOURS

9am to 4.30pm Monday to Friday.

We will endeavour to respond to your voice message/email/website enquiry within two business days

OTHER OPTIONS

You can also contact people outside our organisation to support you and assist you in resolving any issue.

This may include:

- Department of Housing and Public Works
Website: www.hpw.qld.gov.au
Phone: 1300 364 560
Email: housingcomplaints@hpw.qld.gov.au
- Department of Education and Training
Website: www.education.gov.au
Phone: 1300 566 046
- Human Rights & Equal Opportunity Commission
Website: www.humanrights.gov.au
Phone: 1300 656 419
Email: complaintsinfo@humanrights.gov.au
- Anti-Discrimination Commission of Queensland
www.adcq.qld.gov.au
Phone: 1300 130 670
Email: enquiries@adcq.qld.gov.au
- Office of the Information Commissioner Qld (Privacy matters)
Website: www.oic.qld.gov.au
Phone: 07 3234 7373
Email: enquiries@oic.qld.gov.au
- Department of Communities, Child Safety and Disability
Website: www.communities.qld.gov.au
Phone: 1800 080 464
Email: feedback@communities.qld.gov.au
- Queensland Ombudsman
Website: www.ombudsman.qld.gov.au
Phone: 1800 068 908
- Office of the Public Guardian
Website: www.publicguardian.qld.gov.au
Phone: 1300 653 187 (for Adults) or
1800 661 533 (for Children)
- National Disability Insurance Agency
Website: www.ndis.gov.au
Phone: 1800 800 110

CONTACT US

Main Office

Kyabra Street

RUNCORN

QLD 4113

T: 07 33739499

F: 07 33739444

Kyabra Early Years Place

Cnr Gager & Lister Streets

SUNNYBANK

QLD 4109

T: 07 33441488

F: 07 33441988

Email: kyabra@kyabra.org

Website: www.kyabra.org



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