

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 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.

You have the right to access the information that Kyabra keeps about you. You also have the right to amend the personal information that Kyabra keeps, if the information is inaccurate or out of date, incomplete, irrelevant or misleading. Kyabra's Access/Amend Personal Information Policy & Procedures has more information if you need it.

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

9:00am 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:

- **Australian Human Rights Commission**
Website: www.humanrights.gov.au
Phone: 1300 369 711
- **Queensland Human Rights Commission**
Website: www.qhrc.qld.gov.au
Phone: 1300 130 670
- **Office of the Information Commissioner Qld (Privacy matters)**
Website: www.oic.qld.gov.au
Phone: 07 3234 7373
- **Office of the 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)
- **Department of Education, Skills and Employment**
Website: www.dese.gov.au
Phone: 1300 488 064
- **Department of Child Safety, Seniors and Disability Services**
Website: www.dcssds.qld.gov.au
Phone: 1800 811 810
- **Department of Housing**
Website: www.housing.qld.gov.au
Phone: 13 QGOV (13 74 68)
- **Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts**
Website: www.chde.qld.gov.au
Phone: 13QGOV (13 74 68)
- **NDIS Quality and Safeguards Commission**
Website: www.ndiscommission.gov.au
Phone: 1800 035 544

CONTACT US



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Nambour Office

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Website: www.kyabra.org



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