

**If I stop coming to ICAS for whatever reason will you keep all of my information?**

Yes, we keep it for seven years in a secure, locked environment and then we will destroy it via shredding by a professional document destruction company.

**Will staff maintain my privacy & dignity when supporting me?**

Yes they will. If they don't help you in a way that you feel comfortable with, it is really important that you let us know. All staff understand the privacy & confidentiality guidelines, and each staff member has signed an agreement to abide by them. It is our intention to support you in the way that you want to be supported and in a way that makes you feel comfortable.

*A copy of our privacy & confidentiality policy is provided to you at commencement with ICAS.*

*For staff: The information in this brochure applies to all staff & all information ICAS holds about you is bound by our Privacy & Confidentiality Policy.*

**Notes**

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**How to contact ICAS**

**Postal address:** PO BOX 464  
Grange QLD 4051

**Service Office:** 107 Evelyn Street  
Grange QLD 4051

**Phone:** 07 3856 0001

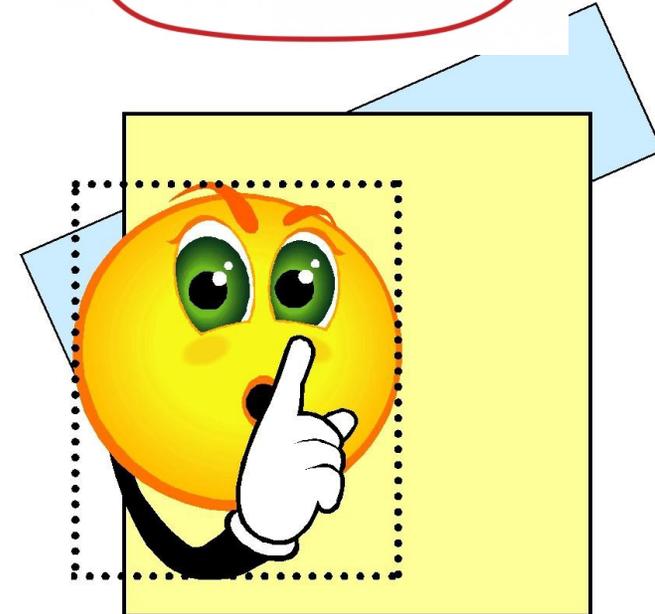
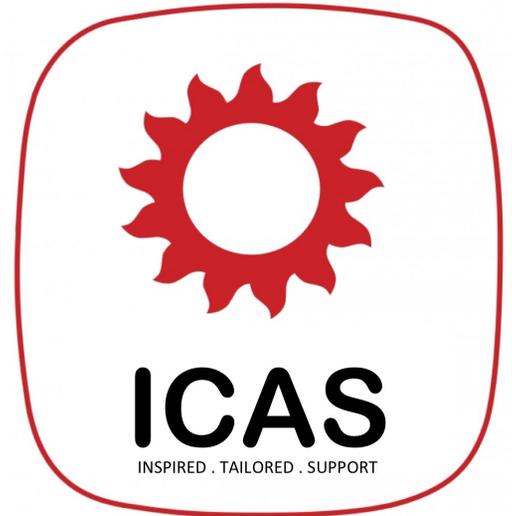
**Fax:** 07 3352 6001

**Website:** [www.icasau.com](http://www.icasau.com)

**Email:** [icasmanager@yahoo.com.au](mailto:icasmanager@yahoo.com.au)



ICAS Policy &  
Confidentiality Brochure  
Version: October 2020



*Privacy &  
Confidentiality*

*This booklet outlines how ICAS will maintain and respect your privacy and confidentiality.*

*It will also let you know how you can access your own information and ensure that you are aware of your rights. If you have any questions after reading this brochure, please talk to us.*

### **Why does ICAS have a Privacy & Confidentiality policy?**

We have to make sure that your personal information is kept personal and not told to anyone you do not want to know. Your privacy & confidentiality is very important and is reflected in every part of your dealing with ICAS.

### **What type of information does ICAS obtain?**

Only information to provide support services to you is required. Some personal information we will ask is where you live, contact names /numbers, who you live with, your doctor, medical conditions, medication you may take, your hobbies, other activities you do through the week & if you receive help from other services.

### **What does ICAS use the information for?**

This information helps us to provide support to you. It will help us to decide how much support your need and what we can offer to you.

### **Who will obtain the information from me?**

The Director/Service Coordinator will organise an interview with you and anyone else you invite. Having other people involved is entirely your choice. If you are not able to speak for yourself, then someone you trust can speak on your behalf.

### **Where will my personal information be stored?**

Any information we hold on you is placed in your secured client file. All electronic files are backed up and have password protection to ensure your information is kept private.

### **Who sees my information?**

The Director/Service Coordination will let staff know only information that allows them to do their job properly, so that they can understand your needs and work efficiently with you.

*“Transforming & Empowering lives.”*

### **Can I have access to my information?**

Yes, you can look at your file. Ask and we will make an appointment for you to come in and read your information. This includes updating, amending, correcting your personal information.

### **Will anyone outside ICAS see my personal information?**

If you ask ICAS to help you access other services, you will need to give us consent to provide relevant information to other organisations. You are able to change your mind at any time and withdraw this consent.



### **Note: Disclosing information without consent?**

Consent is not required if information is necessary to prevent or lessen a serious threat to life or health of the client in a medical emergency, or is subject by law.