

PRIVACY STATEMENT

What Personal Information do we hold?

Personal information held by the Gold Coast Drug Council Inc. may include your name, date of birth, current and previous address, telephone/mobile phone number, drug history, medical and psychiatric history, legal history, employment, family, finances, education, etc.

If you choose not to provide personal information, we may not be able to provide you with the appropriate treatment you require.

How we collect personal information?

We collect personal information in a number of ways including:

- 1)** directly from you, when you provide information by phone, in documents or as part of the interview such as assessment, reassessment, weekly assessment forms individual counseling interviews, groups, stage applications, case management monitoring meetings,
- 2)** from others who may have provided you with treatment such as:
 - psychiatric/psychological assessments,
 - former treatment facilities or service providers,
 - medical/dental practitioners,
 - the Courts,
 - Family Services,
 - corrective services
 - any external services concerned with your treatment.
- 3)** we will not collect any information from services, under who's umbrella, you wish to remain anonymous such as the sexual health clinic or domestic violence service.

Who has access to your private information?

- The Executive Director & Clinical Manager have access to all information,
- the Administrative Officer for office purposes,
- the Quality Assurance Officer for ongoing evaluation purposes,
- the Clinical Staff for clinical, administrative and evaluation purposes,
- Others approved by the Executive Director AND You, for research purposes only.

Who may be interested in your information?

- The Courts - a subpoena is required,
- the Police - a warrant is required,
- your doctor- release form signed by you as required,
- your parents/relatives/friends - release form signed by you,
- research workers- release signed by you,
- Centrelink - release signed by you,
- sexual health clinic - release signed by you,
- education facilities - release signed by you,
- other treatment/medical facilities - release signed by you.

To whom do we give information?

- statistical data given to funding bodies - contract reports,
- evaluative data, given to funding bodies to support contract reports,
- evaluative data, given to research bodies - appropriate statistics provided in line with Ethics Committees of relevant research bodies and the Gold Coast Drug Council Policy on Research
- when required the conditions of your treatment e.g probation requirement,
- unless specifically required by the conditions of treatment all information will remain anonymous

When do we disclose personal information?

- it will always be done with your written consent,
- you will be shown a copy of any written disclosure,
- inter-staff disclosure will always be covered by the Gold Coast Drug Council Inc. Policy on Confidentiality,
- you may withdraw your consent at any time.

How we ensure the accuracy of information?

We take all reasonable precautions to ensure that the personal information that we collect, use and disclose is accurate, complete and up to date. We do this by:

- regularly updating your files,
- including medical reports, weekly assessments, case management notes, stage applications kits, letters and reports as written by the clinical staff or received on your behalf in your personal file,
- providing appropriate re-assessment as needed.

How to access your information?

You can access your personal information, subject to some exceptions allowed by law.

If you would like to do so, please let your case manager know. You may be required to put your request in writing for protocol reasons and may be denied if judged frivolous.

Privacy concerns

If you have any questions in relation to privacy, please contact the Privacy Officer on 5535 9601.

Privacy Statement

How we use your personal information?

- to develop an individual treatment plan for you,
- as part of your case reviews / management
- as part of professional supervision with an approved supervisor,
- as a part of complex case management with an approved supervisor,
- to consult with other health professionals re your treatment,
- to monitor your progress,
- to improve our understanding of your needs,
- to provide better facilities,
- to evaluate our programs and service delivery,
- to research the effectiveness of current, and to develop future treatment programs,
- to represent your interests with other agencies, such as Centrelink.

How we store and protect your information?

1. Confidential files:

- these are hospital style files with standardized coded identification. They are:
 - ✕ supervised by case managers,
 - ✕ audited by the Executive Director,
 - ✕ kept in a secure and locked area at all times,
 - ✕ accessed with the appropriate releases.

2. On our Computer System:

- all our computers are guarded by security protection passwords,
- all non-active files are held on secured hard drives.

HOW TO GET HERE:

Surfside Bus Lines run from Pacific Fair to West Burleigh Shopping Centre on Route Number 4 departing at:

Morning _____ **Afternoon:**
8:54 9:54 10:54 11:45 12:54 1:54 3:00 3:40

Surfside Bus Lines run from the Pines Shopping Centre to West Burleigh Shopping Centre on Route Number 757 departing at:

Morning _____ **Afternoon**
8:29 9:29 10:29 11:29 12:29 1:29 2:29 3:29

HOW TO LEAVE HERE:

Surfside Bus Lines run from West Burleigh Shopping Town to Pacific Fair on Route Number 4 departing at:

Morning _____ **Afternoon**
7:55 8:55 9:45 10:45 11:45 12:45 1:45 2:55

Surfside Bus Lines run from West Burleigh Shopping Town to the Pines Shopping Centre on Route Number 757 departing at:

Morning _____ **Afternoon**
8:34 9:32 10:32 11:32 12:32 1:32 2:32 3:32

For additional times and routes, please phone **TRANSINFO** on **131230**, or visit the web site at www.translink.com.au.