



Our Vision

To be the first-choice provider of professional community services in the Catholic Diocese of Rockhampton.

Our Mission

To share in the healing ministry of Jesus, by providing professional community services to enhance the wellbeing of individuals and families.

Get Started Now

 **Online at:** www.catholiccarecq.com

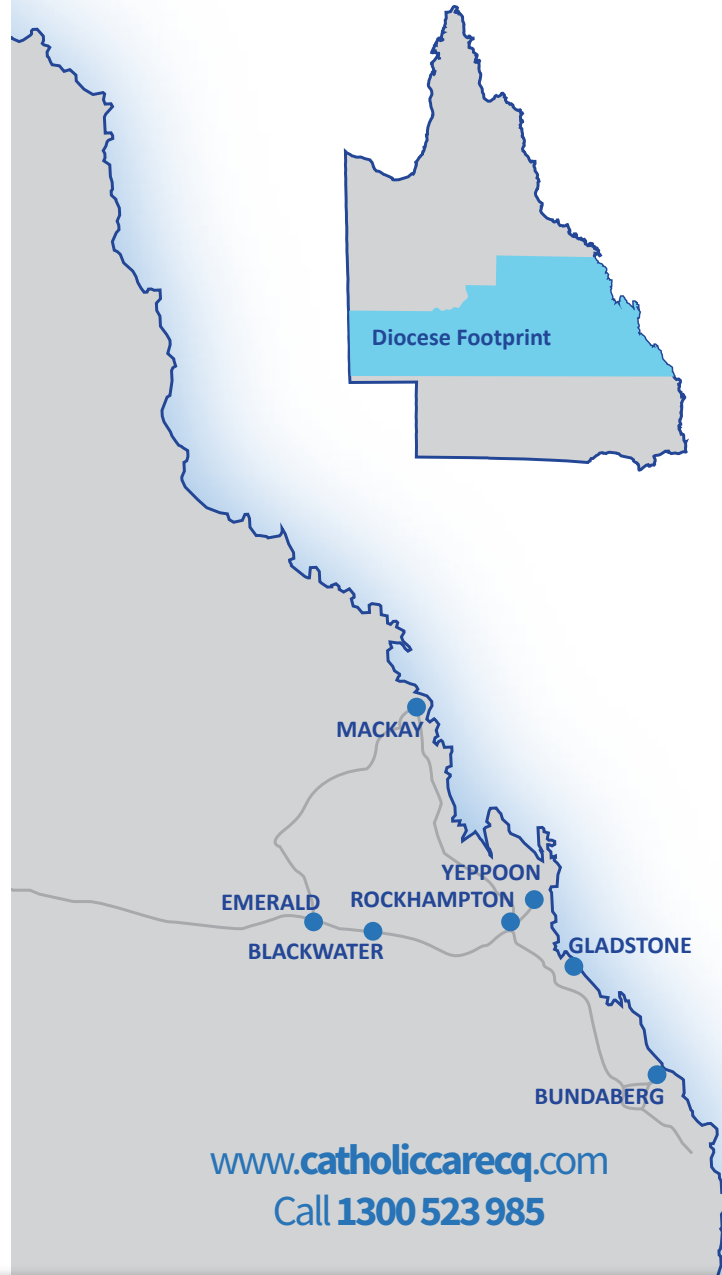
 **Call:** 1300 523 985

 **Email:** admin@catholiccarecq.com



Our Support Areas

With offices across Central Queensland, a member of the CatholicCare team is never far away.



www.catholiccarecq.com
Call **1300 523 985**

CatholicCare

CENTRAL QUEENSLAND

Client Services Information



You
matter

Your Privacy

CatholicCare ensures those who use our services are treated with dignity and respect. We respect your right to privacy and safeguard your personal information.

Excluding the event of a serious moral or legal requirement (i.e. a medical emergency), your privacy rights will be held paramount. CatholicCare will only collect and store information relevant to your service needs. We comply with the Commonwealth Privacy Act 1988 and the Information Privacy Act 2009 (QLD). We are also compliant with our contractual obligations to a range of government departments.

If you require further information on our Privacy Policy, please visit: catholiccarecq.com

If you feel you need an advocate to assist you in accessing our services, please ask for a copy of our Advocacy Brochure.

Client record storage?

CatholicCare client records are kept in secure storage:

- **Adults** - records are kept for seven years after a service was last received by the client.
- **Children** - records are kept for seven years after the year the child turns 18, or after they last received a service (whichever is the later date).
- **Clients with impaired decision-making capacity** - records are kept for seven years after the year the client no longer has an impaired decision-making, or after death, whichever event occurred first. (Section 29 (2)(c) Queensland Limitations of Actions Act 1974).



Protecting your **privacy**
and **personal information**
is **paramount** to us.

Client record disposal

After the specified time frame, files are disposed of in a timely and secure manner. CatholicCare has a register of destroyed files with the date of disposal.

Client record viewing

Clients are welcome to look at their file and may request access to their records by writing to the Director. Access will be subject to considerations about legal and privacy issues and the safety of other people.

Please note that your right to access information does not include a right to photocopy, photograph or remove information or documentation.

Confidentiality

CatholicCare will only ask for personal information relevant to our service delivery.

- All client information is securely stored in a manner that prevents unauthorised access (both soft and hard copies). Clear security measures are in place to protect the confidentiality of client information.
- CatholicCare does not disclose personal information to any other organisation without the consent of the client. When there is a need to refer clients, information about clients can only be released with full knowledge of content, and consent by the clients.