



Chorus Confidentiality and Duty of Care Statement

Chorus treats your personal and sensitive information with respect. We only disclose and/or share your information when reasonably necessary or when there is a legal requirement. All documents containing personal or sensitive information are held securely, only those with appropriate authorisation have access to your information.

Chorus collects and stores client personal information according to the *Australian Privacy Principles* established under the *Privacy Act*. If you would like more information, you can read Chorus's Privacy Policy online: chorus.org.au/privacy

Chorus is committed to keeping customers' personal information and details confidential where possible. However, there are times when this is not possible. These times are:

- If a customer is at risk of harming themselves or someone else, the proper authorities must be notified.
- All Recovery Workers attend individual supervision and group supervision on a regular basis, as a commitment to best practice. During these sessions there may be times when personal details are discussed and/or identified for the purposes of improved service delivery.
- If customer files are subpoenaed by the courts.
- For auditing purposes as part of Chorus's ongoing management process for quality assurance.

Customers are informed, whenever possible, before any information is released to any other agency or department. We ask the customer for consent for the release of information for any other purposes than those listed above.

The Confidentiality and Duty of Care Statement was explained to customer

_____ on _____.
Customer Name Date

Customer signature: _____

Chorus Staff signature: _____

(Copy to be placed in customer's file)

Reference Number	Approval date	Revision due
OPS: FRM: 0015	11/05/2020	11/05/2023