

Queensland Home and Community Care quality reviews

Access to client records

The Home and Community Care program operates under a quality framework that supports acceptable standards of service provision and program administration. All Home and Community Care funded agencies are required to complete a quality review at least once every three years, as per a requirement in the service agreement.

From 1 March 2011, all aged care services, including Home and Community Care services, will be reviewed using the Community Care Common Standards. Home and Community Care services will be required to provide access to identified service user information as part of the review process. This will require consent of the service user as part of the service user induction to enable quality reviewers to access client files.

Why will the quality reviewers collect personal information?

As a part of the quality review process, service users will be interviewed and their records will be accessed. Access to staff records is also routinely requested during the site visit component of the review process.

Personal information collected through the quality review process is used to verify whether the agency has met quality outcomes within the Community Care Common Standards.

Will the personal information collected be disclosed?

It is a legal requirement that personal information is protected against misuse and is not unlawfully disclosed.

To meet requirements of the Commonwealth *Privacy Act 1988* and contractual obligations to undertake quality reviews it is expected agencies will request permission from service users for their information to be accessed for quality review purposes. Agencies are encouraged to include access to records by quality reviewers in the generic consent forms for both service users and staff to avoid the need for a separate consent process.

Further information is available from:

- Community Care Common Standards (www.comcarestandards.com.au)
- Office of the Australian Information Commissioner (www.oaic.gov.au)
- Department of Communities (telephone 3006 8846 or www.communities.qld.gov.au).