

# Your file



## **Our work is confidential**

**Every CAW support worker has a duty of professional confidentiality. This also applies to volunteers and interns. Anything you say cannot simply be passed on. Your support worker can only do this if it is important to your case and you give your consent.**

## **Your file**



### **Why do we use a file?**

To be able to help you as effectively as possible.

A support worker receives a lot of information, not only about you but about others, too. It's too much for one person to remember. That's why we use a file.

It helps us provide effective and precise help. Your file helps to stay up to date on your situation and to make a note of any appointments.

### **What's in your file?**

- In your file, we only record things which we need within the scope of your request for assistance.
- This may be information on your family situation, administrative issues, your questions, how the support process is going and contact with others. Sometimes, it might be necessary to record information on your health, your financial situation or legal information in your file.
- We discuss with you to decide what we do and don't record in your file.

### **Who looks in your file?**

- Only support workers who provide you with support. They look at the information they need to be able to help you in the most suitable way.
- You have the right to see your file at any time. Ask your support worker for more information. If you want, you can also select a counsellor to accompany you.

### **How do we store your file?**

- Your file is safely stored under your name and registration number.
- For this, we use an online programme.
- Your file will be stored for 10 years following the completion of your support process.

## Who do we share information with?



### Sharing information with the team

Together, we are better than we are alone, which is why we work as a team. In order to help you as effectively as possible, it is sometimes necessary to discuss your situation with colleagues. We do this with due discretion and always with your prior knowledge.

### Sharing information with others

- If other services or organisations are involved in your support process, it may be practical to exchange information with them.
- We consult to decide how we pass on this information. The best way is for you to do this yourself.
- Whenever we pass information on, it is only done with your consent.
- You decide yourself which information we pass on and which information we don't.

### Sharing information in an emergency

In very serious situations, or if you or someone else is at considerable risk, the support worker may share information without your consent. He or she may inform other support workers or services in order to stop the emergency from developing any further. We will always try to discuss this with you first.

## Children and young



**What you say at the CAW stays between us. We will only pass on information to other support workers with your consent. Support workers also have a duty of confidentiality with regards to parents.**

### Contact with your parents

Sometimes it is in your interest for the support worker to be in contact with your parents. Until the age of 18, your parents are responsible for your upbringing. Parents are also entitled to be informed of the fact that in a serious emergency, you got in touch with us, even if you are above 12 years of age.

### How do we get in contact with your parents?

- We can get in contact with your parents whenever you want, but also at the request of the support worker or your parents themselves.
- We will only get in contact after consulting you.
- You decide or we decide together what we tell your parents. You always have the right to give your opinion, we will always take it seriously.

### Access to your file

Even as a child or young person, you are able to access certain information in the file. Ask your support worker for information. You can either do this by yourself or with a counsellor. As a legal minor, you have the right to select a counsellor. This person must be a legal adult and be in possession of a certificate of good conduct and character.

### Your privacy is important

The CAW takes privacy and the protection of your (personal) data very seriously. Why we collect data, what we do with it and your rights are available at [www.caw.be/privacyverklaring](http://www.caw.be/privacyverklaring). You can also contact the CAW.

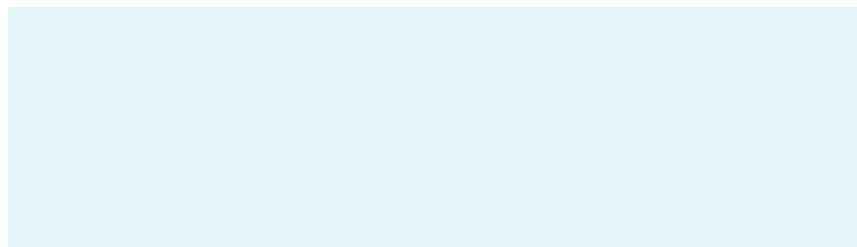
### Do you have a complaint?

You can inform your support worker or another CAW team member. More information on the processing of complaints is available at [www.caw.be/niet-tevreden](http://www.caw.be/niet-tevreden).

### Questions?

Do you have questions about what support workers do with your file or with information on you? Contact your support worker or another CAW team member

### Your contact person:



Dit is de vertaling Engels van 'CAW Groep - Mijn dossier' en bevat identiek dezelfde informatie als de Nederlandse tekst. Deze vertaling mag enkel verspreid worden met de originele brontekst.

[www.caw.be/contacteer-ons](http://www.caw.be/contacteer-ons)