

General Principles
HACC Standard 5
AQTF Standard 4
Review date: June 2011

Policy Number: GP5
Number of pages: 4
Attachments: 2

POLICY REGISTER

Subject: Privacy & Confidentiality

Primary Responsibility:

All Board members, staff, contractors, students and volunteers

Policy Statement

All clients or client organisations are entitled to a confidential service. WSCF will adhere to their obligation as contained in the Commonwealth Privacy Act 2001 in relation to all information obtained through their involvement with the service. Information on client or clients or client organisations will not be disclosed to third parties unless WSCF is legally compelled or it is directly related to services provided (for example referral situations) or with the written permission of the client or client organisation.

Procedure

1. Information on clients or client organisations

- Confidentiality is between the client or client organisation and WSCF;
- The Executive Officer will ensure all Board members, staff, contractors, students and volunteers are aware of the Confidentiality Agreement in relation to the information gained due to their involvement with WSCF;
- The information held on client organisations will be up-to-date, relevant, non-obtrusive and objective.
- Individuals will not be photographed or filmed without seeking prior permission which outlines the proposed use of the photograph or film;
- When staff are utilising supervision external to the organisation, it is acceptable to discuss details of a situation, but not the client organisation's name.

2. Organisational and staff information

- Staff, Board members, contractors, students or volunteers will not give any personal staff details including address and phone numbers, to any client organisation or other stakeholder, without prior consent;
- Staff, Board members, contractors, students or volunteers will not discuss with people outside the organisation information concerning the financial and confidential arrangements of the organisation.

Adopted by Board on: 2/6/2009

CROSS REFERENCE

- S1 Client Charter
- SE2 Equal Employment Opportunity Policy
- G1 Role & Responsibilities of Board Members Policy
- SE1 Recruitment & Selection Policy
- SE5 Volunteers & Student Placement Policy
- Staff Induction Kit
- Harassment Policy see OH&S Kit
- GP3 Code of Practice