



## **PRIVACY AND CONFIDENTIALITY POLICY**

### **Purpose of Policy:**

To ensure that the privacy and confidentiality of clients, participants, staff, contractors, committee members and volunteers of the Maldon Neighbourhood Centre is protected at all times.

To provide a framework for Maldon Neighbourhood Centre in dealing with confidentiality considerations.

To provide clarity for participants (especially members, learners and families) about Confidentiality procedures.

### **Policy Statement:**

Information management systems rely on necessary restrictions to the free circulation of information and for that information to be respected by staff, contractors and volunteers into whose hands the information is entrusted. All committee members, staff, contractors and volunteers have a legal and moral obligation to ensure that all personal information at the Maldon Neighbourhood Centre will be treated in strict confidentiality and within the guidelines of the Information Privacy Act 2000 (VIC) and the Health Record Act (2001).

### **Policy definitions:**

- 'Privacy' refers to information which is recorded in a written form (documents, letters, emails, records etc).
- 'Confidentiality' refers to information which is received orally (word of mouth), either directly or indirectly.

### **Policy and Procedures**

- All information which relates to an individual's personal affairs should be stored in a secure, locked place.
- Information which relates to an individual's personal affairs should be collected for legitimate purposes only and with the full knowledge and consent of the person concerned.
- When requesting or collecting personal information, inform the person concerned the reasons why it is required and who will have access to it.
- Before divulging information to medical, police or other agencies permission will be obtained except in circumstances relating to the reporting of child abuse.
- Only relevant and up-to-date information should be retained.
- Only authorised staff, committee members and/or volunteers should have access to an individual's personal information.



- An individual has the right, under law, to access any information maintained by the Maldon Neighbourhood Centre which relates to their personal affairs.
- The Centre Coordinator will explain the requirements to respect confidentiality to all clients, volunteers and staff.
- Childcare Records will only be available to:
  - a) Relevant staff
  - b) Parents (only records pertaining to their own child)
  - c) Children's Services Advisor
  - d) Child Protection (after consultation with Children's Services Advisor)
  - e) Police upon issue of a warrant
  - f) Solicitors and or court upon issue of subpoena of records.