

CALOUNDRA COMMUNITY CENTRE INC

CONFIDENTIALITY AND PRIVACY

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| Policy Number : 4.03 | |
| Authorised By: Management Committee - Chairperson | |
| Responsibility for Review : Management Committee and Senior Staff | |
| Date last review: October 2025 | Reviewed By: - (Signature) |
| | Date of next review: October 2027 |
| Review Process : | This policy will be reviewed by the Manager and presented at a Committee meeting for approval at the next date of review. |
| Documentation and Communication: | Any decisions requiring policy changes will be recorded in the Minutes of Caloundra Community Centre Committee of Management. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings. |
| POLICY CONTEXT: | |
| Human Services Quality Framework | Standard 1 (1.7) Governance and Management |
| Other Standards | Standard 5 Feedback, Complaints and Appeals |
| Relevant Policy | 4.05 Feedback and Complaints by Client or Centre User 7.01 Staff Code of Conduct 7.04 Employee Volunteer Induction 7.07 Disputes Resolution for Staff and Volunteers |
| Forms or other organisational documents: | Confidentiality Statement Privacy Statement |
| Legislation or other requirements | Freedom of Information Act 1986 Information Privacy Act 2009 Privacy Act 1998 |
| Purpose/Commitment | <i>Confidentiality refers to the practice of maintaining personal and sensitive information that is gained about any person, through their involvement at the Caloundra Community Centre Inc., as private. All service users and paid and unpaid staff are entitled to have personal information treated with confidentiality. Clients and staff are also entitled to access to their own confidential information. The Caloundra Community Centre Inc. will endeavour to protect confidentiality wherever possible, and will create an environment of respect and privacy. Confidentiality</i> |

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| | <i>applies to verbal and written information as well as information stored on computers.</i> | |
| Scope | <i>Staff and all persons accessing programs and services.</i> | |
| Procedures | 4.3.1 | All paid and unpaid staff will be required to sign a "Statement of Confidentiality "(attached and market as an appendix "A") when they commence work at the centre. |
| | 4.3.2 | Matters concerning clients, staff and volunteers which are personal and confidential will not discussed outside the Centre, except with their express permission. |
| | 4.3.3 | Caloundra Community Centre will maintain personal records in a safe place and ensure that reasonable security is maintained to ensure that only authorised staff persons have access to that information. |
| | 4.3.4 | Information pertaining to addresses, phone numbers, or whereabouts of any clients, staff, centre member or volunteer shall not be given out without the specific permission of the person concerned |
| | 4.3.5 | Non-identifying client information can be released for the purpose of statistical analysis. |
| | 4.3.6 | Clients will be informed about why personal information is being collected and how it will be used. Please refer to <i>Caloundra Community Centre 4.2 Freedom of Information Policy.</i> |
| | 4.3.7 | Clients should be informed that their situation or information may be discussed by a worker with another worker for the purpose of supervision. |
| | 4.3.8 | Staff will seek permission of the person/client prior releasing personal information for referral purposes or any other purposes. |
| | 4.3.9 | At any time, a client can request written information pertaining to that client. The relevant staff person will provide all necessary assistance for that client to access the information that they request/require. This request must be in writing. |
| | 4.3.10 | A client who is concerned about a breach of confidentiality can make use of the grievance procedure. Staff members should ensure that a client is given all necessary assistance to lodge a formal grievance in this situation. |
| | 4.3.11 | There may be some situations where the Caloundra Community Centre Inc is under an obligation to disclose certain information including: <ul style="list-style-type: none"> • Serious illegal actions on the part of service users • Any issues that could endanger the safety of other service users, staff or volunteers |

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| | 4.3.12 | The Caloundra Community Centre Inc will inform clients of the above procedures and will ensure that clients are aware of the circumstances outlined above |
| | 4.3.13 | The Caloundra Community Centre Inc. will display the privacy act and privacy poster in common areas for clients to see. |
| Recording Information | | <ul style="list-style-type: none"> ✓ All recording should be confined to relevant facts ✓ Personal opinions should be avoided ✓ Recorded information should be checked for accuracy with the person providing it ✓ Clients can request amendments to personal information if it is not accurate, not relevant or misleading |
| Storage of material | | <ul style="list-style-type: none"> ✓ All sensitive documents will be secured in a locked filing cabinet/safe/computer file, at the end of each day ✓ Computer information of a sensitive nature will only be accessible to the worker with appropriate responsibility ✓ Documentation about the families will be stored for two years after the family exits the service. It will then be destroyed in an appropriate manner ✓ Documentation about paid and unpaid staff will be stored for one year after that person exits the Centre. It will then be destroyed in an appropriate manner. Where grievances or other significant issues have occurred, records will be kept for a two year period. ✓ Emergency Relief documentation will be stored for two full financial years. ✓ Information stored on computer that is of sensitive nature will be deleted after two years. ✓ If it becomes necessary for documents to leave the Centre, Management must be advised and precautions taken to secure them against unauthorised access. |
| Training | | <ul style="list-style-type: none"> ✓ All paid and unpaid staff will be informed and made aware of the importance of privacy and confidentiality. This will occur during the induction process and other organisational training sessions throughout the year as well as at Staff Meetings, Management Committee Meeting etc. |