

**PRIVACY & CONFIDENTIALITY POLICY**

**SCOPE:**

This policy covers the privacy and confidentiality of any information about anyone working with or using a service of, the Wyndarra Centre.

**POLICY:**

Wyndarra is committed to protecting the privacy and confidentiality of individuals involved with the organisation. Information kept is minimal and securely stored, with records only accessed by or disclosed to those people who need the information to fulfil the responsibilities of service provision, or have a legal right to know.

**PROCEDURE:**

- All confidential and personal information will be dealt with in accordance with the principles of the Privacy Act 1988 and the Privacy Principles 2001
- All clients will be assured that their records and any other information about them, will be kept confidential and private and they may access this information at any time
- On assessment, initial visit or whenever it is deemed relevant, a client will be informed of their rights and responsibilities regarding privacy and confidentiality
- If a verbal consent is obtained, the information must be used in the forum the individual nominates
- Upon request, a client or their representative (with client consent), may access information from their records. This will be produced within 3 working days
- A client may withdraw consent at any time
- Minimum information is collected to meet the requirements of various funding bodies, for administrative purposes and to enable quality service delivery
- Where possible, information gathered is coded to prevent personal identification and stored securely with access available only to authorized staff
- Recorded information must be concise, factual and opinion free
- Recorded personal information will only be available to the owner, the agreed service provider/s and in owner nominated circumstances, or legal guardianship situations, to their authorised representative/advocate
- In an emergency or where legislation requires, Wyndarra will release personal information without prior consent
- All workers at Wyndarra will operate by the principles in the Code for Interaction
- All matters discussed at committee meetings are treated as confidential

References:

All Funding Body Guidelines  
Privacy Act 1988  
National Privacy Principles 2001  
Wyndarra Centre Inc. Volunteers Handbook  
Wyndarra Centre Inc. Staff Handbook  
Children, Young Persons and their Families Act 1997  
Wyndarra Centre Inc. Privacy Statement