

Policy Reference OPOL- 019	Confidentiality and Privacy Policy and Procedure
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Applies to: Members of the Board, CEO, employees, volunteers, contractors and consultants	Version: 1.1
Specific responsibility: CEO, CFO and Managers	Date approved: 29 April 2021
	Next review date: 29 April 2024

Policy context:	
Standards or other external requirements	NDIS Quality and Safeguarding Framework
Legislation or other requirements	<i>Privacy Act 1988</i> <i>Privacy Amendment (Notifiable Data Breaches) Act 2017</i> NDIS (Code of Conduct) Rules 2018
Contractual obligations	All Employee Agreements All Service Agreements pursuant to NDIS services
Organisational context	Your Best Life Disability and Health Services Ltd includes the following businesses: 1) The Allied Health CoLab including the Children’s and Teens’ Therapy Services and Mindcare Mental Health Services 2) Your Choice Plan Management 3) LevelUp Independent Living

Definitions

Term	Description
Confidential information includes the following:	<ul style="list-style-type: none"> • personal information of employees, volunteers, contractors, consultants, CEO or Board members such as home address, telephone numbers, and other non-work related information; • personal information of clients such as home address, telephone numbers and including medical information, appointment details and whether or not they are clients • personal information provided by individuals or about individuals in the course of performance reviews, leave applications, supervision sessions or similar discussions; • information about any internal dispute or grievance; • business conducted in Board meetings, other than that identified as being for public discussion; • any confidential and proprietary information concerning financial transactions, competitive tenders or expressions of interest or any other organisational plans or activities identified by the Board or CEO •

Policy

Confidentiality

Your Best Life Disability and Health Service (YBLDHS) requires Board members, CEO, employees, volunteers, contractors and consultants to respect and maintain the confidentiality of individuals and the organisation's business generally.

Board members, CEO, employees, volunteers, contractors and consultants may from time to time have access to information that is confidential to YBLDHS, other agencies that have dealings with YBLDHS, or to other Board members, CEO, employees, volunteers, contractors or consultants.

Privacy

YBLDHS is committed to protecting and upholding the right to privacy of Board members, CEO, employees, volunteers, contractors, consultants and members, as well as clients and representatives of agencies we deal with. In particular, YBLDHS is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

YBLDHS requires Board members, CEO, employees, volunteers, contractors and consultants to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

YBLDHS is subject to legislation applying to the organisation and its client group. The organisation will follow the guidelines of the Australian Privacy Principles in its information management practices.

YBLDHS will ensure that:

- it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients, Board members, CEO, employees, volunteers, contractors and consultants;
- clients are provided with information about their rights regarding privacy;
- clients, Board members, CEO, employees, volunteers, contractors and consultants are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature;
- Board members, CEO, employees, volunteers, contractors and consultants understand what is required in meeting these obligations;
- it will adhere to all requirements imposed under the Privacy Act 1988, including the requirements imposed by the Privacy Amendment (Notifiable Data Breaches) Act 2017, to strengthen the protection of personal information.

This policy conforms to the Privacy Act 1988 and the Australian Privacy Principles which govern the collection, use and storage of personal information.

Procedure

Confidentiality

The Board, CEO, employees, volunteers, contractors and consultants will:

- retain all confidential information in the strictest confidence and not disclose any confidential information to any person other than for purposes directly related to their position at YBLDHS;
- not use any confidential information which they have acquired in relation to the activities of YBLDHS for their own interests or the interests or purposes of others not associated with YBLDHS;
- not make copies of any confidential information for any other reason other than those essential to and directly related to their position and responsibilities with YBLDHS;
- upon the request, and in any event upon the cessation of their engagement or employment with YBLDHS, return or destroy materials containing confidential information which are in their possession.

This will not prevent an individual from:

- disclosing information to proper authorities in relation to concerns about improper conduct, breaches of laws or breaches of duty of care;
- providing access for external reviewers to non-identified information for the purposes of formal audit processes;
- making a formal complaint to appropriate authorities about an aspect of the organisation's operation;
- disclosing any information that they may be required to disclose by any court or regulatory body or under applicable law.

Privacy

Dealing with Personal Information

In dealing with personal information, YBLDHS's Board, CEO, employees, volunteers, contractors and consultants will:

- ensure privacy for clients, Board, CEO, employees, volunteers, contractors and consultants when they are being interviewed or discussing matters of a personal or sensitive nature;
- only collect and store personal information that is necessary for the functioning of the organisation and its activities;
- use fair and lawful ways to collect personal information;

- collect personal information only by consent from an individual;
- ensure that people know what sort of personal information is held, what purposes it is held for and how it is collected, used, disclosed and who will have access to it;
- ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves;
- take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure;
- destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired;
- notify individuals and the Office of the Australian Information Commissioner (OAIC) when there has been a data breach (or suspected breach) of personal information, if it is likely to result in serious harm to individuals whose privacy has been breached.

Responsibilities for Managing Privacy

All Board members, CEO, employees, volunteers, contractors and consultants are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.

The CEO is responsible for content in YBLDHS's publications, communications and web site and must ensure the following:

- appropriate consent is obtained for the inclusion of any personal information about any individual including YBLDHS's personnel;
- information being provided by other agencies or external individuals conforms to privacy principles;
- that the website contains a Privacy statement that makes clear the conditions of any collection of personal information from the public through their visit to the website.

The CEO is responsible for safeguarding personal information relating to YBLDHS's clients, Board, employees, volunteers, contractors, consultants and members.

The Privacy Contact Officer will be the Corporate Service Manager (CSM).

The CSM will be responsible for:

- ensuring that all employees are familiar with the *Confidentiality and Privacy Policy* and administrative procedures for handling personal information;
- ensuring that clients and other relevant individuals are provided with information about their rights regarding privacy;

- handling any queries or complaint about a privacy issue.

Privacy information for clients

At client intake, clinicians must tell clients what information is being collected, how their privacy will be protected and their rights in relation to this information.

Privacy for interviews and personal discussions

To ensure privacy for clients, the Board, CEO, employees, volunteers, contractors and consultants when discussing sensitive or personal matters, the organisation will ensure that private consulting rooms are available for such discussions.

3.6 Participants in research projects

People being invited to participate in a research project must be:

- given a choice about participating or not;
- given the right to withdraw at any time;
- informed about the purpose of the research project, the information to be collected, and how information they provide will be used;
- given copies of any subsequent publications.

The collection of personal information will be limited to that which is required for the conduct of the project. Individual participants will not be identified.

Organisational participants in research projects will generally be identified in YBLDHS's research, unless the nature of a particular project requires anonymity or an organisation specifically requests it.

Documentation

Documents related to this Policy	
Related policies	NDIS Code of Conduct SPOL-007 Professional Code of Ethics and Conduct SPOL-006 Conflict of Interest OPOL-039 Access to Confidential Information OPOL-007 Service Provision to Clients who are Employees OPOL-10 Client Rights and Service Charter OPOL-021 Grievance and Disputes OPOL-022 Discipline OPOL-023 Performance Appraisal and Review OPOL-025 Upholding the Rights of Clients OPOL-030 Staff Recruitment, EEO, Equity and Diversity OPOL-031 Client Record OPOL-040 Intake and Referral OPOL-047 Open Disclosure

	OPOL-048 Domestic and Family Violence
Forms, record-keeping or other organisational documents	Professional Code of Ethics and Conduct Agreement Confidentiality Agreement Website Privacy Statement New Client Intake Checklist Staff Induction Checklist
Reviewing and approving this Policy	
Frequency	Person responsible
Every 3 years	CEO

The purpose of this statement is to let users of this website know what information is collected about them when they visit this site, how this information is used and if it is disclosed. This statement has been prepared in accordance with the Federal Privacy Commissioner's Guidelines for Federal and ACT Government World Wide Websites.

Recording your visit

Some of our web pages use cookies. Cookies are text files we place in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personally identifiable information unless you choose to provide this information to us.

When you visit our sites, our internet service provider makes a record of your visit and logs the following information for statistical purposes only:

- The user's server address
- The users top level domain name (for example .com, .gov, .au, etc.)
- The date and time you visited this site
- The pages accessed and documents downloaded
- The previous site visited
- The type of browser you used.

No attempt is, or will be, made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect our activity logs.

Recording your email address

We will only record your email address if you authorise us to do so. It will only be used for the purpose for which you have provided it and will not be added to a mailing list unless you authorise us to do so. We will not use your e-mail address for any other purpose and will not disclose it without your consent.

Collecting personal information

From time to time, we will use electronic forms on this site to gather personal information for purposes directly related to a function or activity of the Children's and Teens' Therapy Centre. When we do so we will let you know the purpose for which the information is being collected (including if the information is to be published), and the legal authority for the collection if it is authorised or required by or under law.

We will not collect or solicit personal information via this site which would be unlawful, unnecessary or unrelated to the functions or activities of the Children's and Teens' Therapy Centre, or unfair or unreasonably intrusive.

Because there are risks associated with using the Internet as a transmission medium, when we use electronic forms to collect information, we will also provide you with other options for providing the information – for example, a paper form, mailing address and a telephone contact.

Publishing personal information

We will only publish personal information on this site if it has been collected for this purpose with your knowledge or if you have consented to the disclosure. When giving such consent you should be aware that information published on this site is accessible to millions of users from all over the world, that it will be indexed by search engines and that it may be copied and used by any web user. This means that, once the information is published on this site, we will have no control over its subsequent use and disclosure.

Disclaimer

The information contained on this website is intended as general information only and is subject to change without notice. While the Children's and Teens' Therapy Centre has made every effort to ensure information is free from error, it does not warrant the accuracy, adequacy, or completeness of the information on this website nor does the Children's and Teens' Therapy Centre accept any liability or take any responsibility whatsoever for the reliance on such information. The website also contains links to sites maintained by other organisations. the Children's and Teens' Therapy Centre therefore does not take any responsibility for the content of those sites, nor does it imply an endorsement.