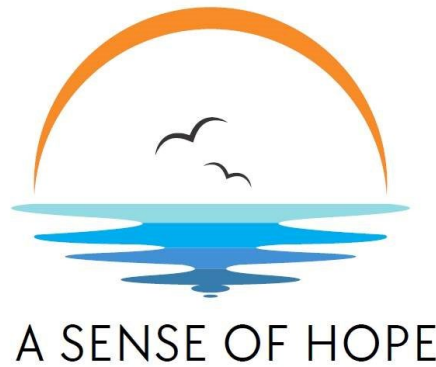




Confidentiality Policy and Procedures

A Sense of Hope collects and stores information so it can provide a safe working environment, high quality services and meet its legal requirements.

A Sense of Hope manages personal information in accordance with relevant legislation and disposal guidelines.

Scope

This policy applies to all volunteers, contractors and board members within A Sense of Hope. It includes confidentiality of information about the client's A Sense of Hope supports and the referral services allocated to the client. The Board is responsible for this policy.

Principles

- Personal information is collected with consent and is used where the information is needed to provide services and meet compliance requirements.
- Information is protected from misuse, loss and unauthorised access.
- All confidential information is to be locked away and secured at all times.
- Information not needed by A Sense of Hope is destroyed as soon as practicable in a way that complies with all legal and compliance requirements.
- Reasonable steps are taken to ensure information is complete, current and accurate.

- Personal information is only ever released if required by law, agreed to through the informed consent of the individual or if a person requests to see their own personal file.
- Personal information will not be disclosed to other parties or used for direct marketing without permission.

Key actions/Procedures

People will be provided with this policy when they first use A Sense of Hope services. A member of the Board will provide the policy at the first meeting with the client and ensure they have understood it. This action is recorded on the person's file.

All Board Members will be required to ensure objective, detailed, accurate and up-to-date records and information are maintained to meet legal, contractual and mandatory reporting requirements. All requests for correction are processed in conjunction with privacy legislation as soon as practicable.

Information about a person sent or received via email is recorded in their file by the officer sending or receiving the email.

A member of the Board is authorised in their role to access personal information. They must not share their passwords and logins with others and sign a confidentiality agreement advising that they will take all reasonable steps to ensure information is protected from misuse, loss and unauthorised access.

A member of the Board administers secure access to electronic records.

In some circumstances access to personal information may be denied. There may be real concerns that access to certain information could pose a serious threat to the life, health or safety of an individual, or to public health or public safety or have an unreasonable impact on the privacy of other people. A member of the Board will consider all the circumstances and make this decision. Where access to information is not provided, an authorised member of the Board will provide a formal response explaining why access has been denied.

Complaints about perceived or suspected breaches of privacy will be dealt with using the Feedback and Complaints Policy and Procedure

Definitions

Confidential Information: any information that identifies a person

Informed consent: voluntary agreement and/or action where the person making the decision has appropriate information, understands the consequences of the decision and capacity to make the decision

Policy Updates

This policy may change from time to time and is available upon request

Confidentiality Policy and Procedures Complaints and Enquiries

If you have any queries or complaints about our Confidentiality Policy and Procedures, please contact us at:

Email – admin@asohqld.org

Phone 0418 135 370

Approved by Tracey Peak CEO / Founder and Lee Peak Secretary

Date of approval:

Date of review:

Signature of CEO:

Signature of Secretary: