

**Confidentiality and Privacy Policy**

Policy number: 1.06		Date adopted:
Authorised by:		
Date last reviewed:	Reviewed by:	Date of next review:

This policy relates to:	
Human Services Quality Framework Indicators	1.7, 4.1
Other standards	N/A
Legislation or other requirements	Privacy Act 1988 (Commonwealth) Information and Privacy Act 2009 (State) Fair Work Act 2009 (Commonwealth) Fair Work Regulations 2009 (Commonwealth)

**1. Purpose:**

To provide an effective and high-quality service and to maintain appropriate accountability, we must collect, store and sometimes share relevant personal information about the women who access our service, employees and volunteers. It is important that we are consistent and careful in the way we manage what is written and said about a woman and how we decide who can see or hear this information.

Women who access our service, employees, volunteers and the organisation have legislated rights to confidentiality and privacy, and to accessing their own records. It is essential that we protect and uphold these rights, and also that we act correctly in those circumstances where the right to privacy or confidentiality may be overridden by other considerations.

To uphold the rights of the women who access our service, staff, volunteers and the organisation to confidentiality and privacy, each staff, volunteer and management member needs an appropriate level of understanding of:

- confidentiality, limits to confidentiality
- obtaining women's, staff and volunteer consent to share information about them
- our processes for providing information to people using, or working in, our services.

**2. Scope:**

This policy applies to all members of the management committee, employees, volunteers and students.

**3. Policy statement:**

NQCWS Inc. is committed to protecting and upholding the privacy and confidentiality rights of women accessing our services, staff, student, volunteers and the management of NQCWS Inc. This means that we make sure no personal information about a woman, employee, student, volunteer or the organisation is shared with anyone, on purpose or by omission, unless we have their informed consent or in special circumstances where the law allows or dictates an exception.

Specifically, we will:

- meet legal and ethical obligations as employees, volunteers and students in relation to protecting the privacy of women accessing the service
- provide women with information about their rights regarding privacy and confidentiality
- ensure privacy for women when they are receiving support or discussing matters of a personal or sensitive nature with staff, volunteers and students.
- meet legal and ethical obligations as employers, in relation to protecting the privacy of employees, volunteers and students
- protect the privacy of the operations and management of NQCWS Inc.

### 3. Other related policies and procedures

<b>Documents related to this policy</b>	
Related policies and procedures	Duty of Care Policy and Procedure Child Protection Policy and Procedure Code of Conduct
Forms or other organisational documents	Management Committee Confidentiality Form Declaration of Confidentiality Women's Rights Statement NQCWS Inc. Privacy Notice Consent Form – generated on SRS

### 4. Review processes

Policy review frequency: Three-yearly	Responsibility for review: Coordinator
Review process: Reviewed with input from all staff.	
Documentation and communication: Inserted into Policy Manual and all staff informed at a staff meeting.	