

## **Policy – Information Seeking and Privacy**

### **Purpose**

Share Care is committed to protecting and upholding the right to privacy of clients, staff, volunteers, Board members and representatives of agencies with which we deal. In particular Share Care 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.

### **Scope**

Share Care requires staff, volunteers and Board members to be consistent and careful in the way they handle and transfer all personal data. This policy will be implemented consistently and applied across all areas of the business and at all sites where business activity occurs.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

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

### **Principles**

Share Care will follow the guidelines of the National Privacy Principles in its information management practices. Share Care will ensure the following:

- That it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients and organisational personnel.
- That participants are provided with information about their rights regarding privacy and are advised of the types of information collected and contained within their files, the purpose for retaining such information, what the information will be used for, who will have access to the information and how information can be amended.
- That participants and employees are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- That all new employees, volunteers and student placements receive information and training relating to Share Care's Privacy and Confidentiality procedures during the orientation program.
- That any personal information will not be sent overseas

### **Review**

This Policy will be regularly reviewed as required following organisational changes, or as a minimum, every three (3) years.

### **Roles and Responsibilities**

The Board is responsible for approval of this policy. The CEO and the Marketing and Development Team are responsible for the effective implementation of this Policy, and delegation of any responsibilities.

### **Reference Documents**

Procedure: Service Participant Privacy and Confidentiality  
The Health Records and Information Privacy Act 2002  
Privacy Act 1988