

	ONE2ONE POLICY			
	Title	Confidentiality	Policy No	05
	Indicator	CM1 – Rights and Responsibilities	Review Date	14/10/2020

1. PURPOSE AND SCOPE

The purpose of this policy is to establish standards of confidentiality in One2One’s dealings with its prospective, current and past consumers. The policy has been framed around individuals’ rights as they are specified in the Privacy Act (1988), Freedom of Information Act (1982), The Disability Services Act (1993) and Standard 1 “Rights” of the National Standards for Disability Services.

This policy applies to all of One2One’s services. This policy aligns closely with One2One’s Collection of Personal Information Factsheet and Consent Form.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

- 2.1 One2One is committed to protecting the privacy of all its consumers and to ensuring that all of their personal information remains confidential.
- 2.2 One2One collects only the information necessary for providing effective and relevant services to its consumers.
- 2.3 Information is only passed on with the consent of the consumer concerned (or their delegated authority), or where the sharing of information is necessary between One2One employees to ensure effective and safe service delivery to consumers and/or family/carers.

3. POLICY CONTENT

The following principles ensure that the organisation meets its policy objective of ensuring that information about all consumers and/or their families/carers is kept confidential.

One2One will:

- 3.1 Seek the consent of the consumer or family/carer prior to obtaining information from any other source
- 3.2 Seek the consent of the consumer or family prior to releasing information to any other source
- 3.3 Ensure that staff do not speak about consumers and or their family/carers to others inappropriately
- 3.4 Ensure that personal information is stored securely and is not left on view to unauthorised staff or the general public

Promptly investigate, remedy and document any consumer grievance regarding confidentiality

4. PERFORMANCE STANDARDS

The following performance standards will indicate that the principles specified in Section 3 are working effectively.

- 4.1 All One2One staff and consumer employees are familiar with One2One's policy on Confidentiality and a copy of the policy is readily available to all staff, volunteers, consumer employees and consumers at any time
- 4.2 Consumers and families have been informed of the reasons information sought is required by One2One, as and when requested
- 4.3 Authority to Release Information forms have been completed (where appropriate) by consumers or families prior to information being collected from or shared with other sources
- 4.4 Consumer files are stored in lockable filing cabinets in a non-public place in the office and files are returned to their proper location as soon as they are no longer required
- 4.5 Consumer names or other identifying information is not displayed on whiteboards or notice boards that may be open to view by other consumers or the general public

Any grievances have been addressed in accordance with the confidentiality principles outlined in this policy and the policy on Feedback and Complaints.

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One