

CatholicCare Client Confidentiality Policy and Procedure

Commitment

CatholicCare is committed to maintaining in the highest form the confidentiality of the client, consumer or customer who comes in contact with the CatholicCare programs.

Basis/Standard

CatholicCare staff will be bound by the Code of Ethics and Conduct for CatholicCare Employees, and their own respective professional guidelines. All programs will have, where necessary their own release of information in regards to dealing with information exchange.

PROCEDURE

- All information that is obtained will be treated with a high level of respect and privacy.
- Some programs may require a specific procedure to cover confidentiality requirements.
- During the initial interview clients will have the confidentiality policy for the program explained to them, including where confidentiality may be breached. A record will be maintained on file that the client has had the policy explained.
- All information should be stored in a secure manner, whether on a computer system, paper file, spreadsheet, address list or any information which consists of personal information of a client/consumer.
- Consumers should be informed of CatholicCare Canberra and the organisations reporting responsibilities and who will have access to their information and for what purpose. If subject to a subpoena CatholicCare is legally bound to provide client information to the court.
- Staff are to be aware of discussing confidential information with unauthorized people in the community and within CatholicCare Canberra, care is to be taken to not discuss clients details in public or communal areas within CatholicCare.
- Any personal information collected by staff is to be factual, complete and up-to-date. Staff can only collect personal information that is relevant in relation to statistics or for the client's needs and goals.

Key Performance Indicators

- Clients who have contact with CatholicCare Canberra will have their information maintained in a confidential manner.
- All files – paper and computer based will be stored in a secure manner

- All programs, where applicable, will have a confidentiality policy specific to their program.
- Records are to be kept of clients having been informed of the confidentiality policies within CatholicCare Canberra.

Relevant documentation

- *The Privacy Act 1988*
- CatholicCare File Management Policy
- CatholicCare Access to Client File Policy
- CatholicCare Release of Information
- CatholicCare Privacy Policy
- CatholicCare's Duty of Care Policy
- Programs Release of Information Forms
- Notification that confidentiality has been explained
- Contract specific client confidentiality policy and procedures where required

Records

- Consumer/client files
- Release of Information form
- Access to Client files form