

POLICY NAME	Client Privacy
POLICY TYPE	Governance
PURPOSE	To define how Northside Community Service will manage the personal information and records of Clients.
SCOPE	All staff, both paid and unpaid, representing Northside Community Service. All services and activities requiring interactions with Clients and community members.
DEFINITIONS	<p>Client: Any individual or business engaging with Northside Community Service or representatives thereof for the purpose of receiving or providing services. This includes community members, potential clients expressing an interest in services, external agencies and staff thereof providing professional services in partnership with or on behalf of Northside Community Service.</p> <p>NCS Staff: Paid or unpaid individuals conducting business on behalf of Northside Community Services.</p> <p>Sensitive Information: All client information (including identifying information) is deemed sensitive by NCS, including information such as name, age, location and contact information.</p> <p>Informed consent: permission from an individual that is given voluntarily, after the individual has received full and clear information about the consequences of providing consent or withholding consent.</p>
POLICY	<p>In collecting and handling clients' information, NCS will work toward the following:</p> <ul style="list-style-type: none"> · NCS will obtain informed consent from Clients at the point of assessment, or when appropriate before collecting or disclosing information; · Collection of sensitive information is limited only to program needs and information relevant to service delivery; · Collection of sensitive information will undertaken in a lawful and fair manner, and at all times adhere to the Australian Privacy Principles of the <i>Privacy Amendment Act 2012</i> and the <i>Privacy Regulation 2013</i> of the <i>Privacy Act 1988</i>. · Use and disclosure of sensitive information will be made only as required by law and contractual obligation, and upon receiving valid and informed consent by the concerned person and/or business; · NCS will ensure information is kept confidential and will take all reasonable steps to keep sensitive information from misuse, loss, inappropriate modification or disclosure; · NCS will allow the concerned individual access to his/her records upon request in an appropriate format, free of charge.

<i>Date</i>	<i>Version Number</i>	<i>Responsible Officer</i>	<i>Authorising Officer</i>	<i>Policy Review Due Date</i>
April 2014	1	Communications Officer	Leadership Team	April 2015

PROCEDURE	<ul style="list-style-type: none"> • All NCS staff will be given access to the Privacy Act 1988, and the Australian Privacy Principles prior to working with or in relation to Clients; • All Staff interacting directly with clients will receive training on the types of relevant information needed, by way of collecting, recording, keeping and destroying information. • Staff will be made aware of what information is necessary for Client files • If staff members are unsure of whether a specific piece of information is necessary, the staff member will consult with their direct Supervisor. • Staff will be made aware of how to properly destroy unnecessary sensitive information. • From time to time staff members may need to share information with other service providers. Sharing of information will be limited to information which is strictly relevant to the provision of service by the external agency. Staff members are to document what information has been shared. • Staff will not share or reveal sensitive information without written authorisation from the Client, obtained at the time of assessment. • Electronic records will be secured by password protection, and only staff with delegation and need to access the information will be provided with access. Staff members must lock their computers when away from their desks for extended periods of time. • Any misuse or mismanagement of information by a Staff Member will be dealt with as per the Discipline and Termination Policy.
RELATED DOCUMENTS & ATTACHMENTS	<p>External Documents and References: The Privacy Act 1988 National Community Housing Standards Northside Community Service Enterprise Agreement 2012 National Disability Service Standards 2012 Disability Services Act 1991</p> <p>Northside Community Services Policies: Compliments, Suggestions, Complaints and Feedback Policy Grievances Policy Confidentiality Policy Client Rights and Responsibilities Policy Confidentiality and Records (Children’s Services) Policy Discipline and Termination Policy</p>

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