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INTERCHANGE LODDON MALLEE REGION INC.

Privacy and Confidentiality - The Agency

The intent of Interchange's policy on privacy and confidentiality is to protect and promote the right to dignity, privacy and confidentiality for all participants in the service. Interchange Loddon-Mallee Region Inc. is currently in the process of adopting the Victorian Government Department of Human Services Information Privacy principles of:

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- Purpose of Collection of Personal Information
- Source of Personal Information
- Providing Notification when Personal Information is collected.
- Manner of collection of Personal Information
- Maintaining a policy of openness
- Right of Access of Personal Information
- Retention and Disposal of Personal Information
- Limits on Use and Disclosure of Personal Information
- Unique identifiers
- Compliance Audits

This policy formally recognizes each family's or individual's right to privacy and confidentiality. Staff, volunteers, carers and Board members are all bound by this policy. "Confidentiality" relates specifically to the protection of private information acquired through Interchange services and seeks to ensure that the policy is consistent with the Freedom of Information Act 1982.

Board members and staff should be particularly aware of confidentiality of all relevant internal Interchange information. Any breach of this nature may cause potential or real commercial damage to the agency.

Interchange will ensure that:

All personal information collected will be on a "need to know" basis and only for the purposes of providing a safe, secure and happy environment for all participants in the Program.

If any personal information is to be transmitted to another agency that this is done with the informed consent of the client at all times.

The dignity and privacy of each person is protected during any personal care activity.

Children are not the focus of uninvited public attention.

Children are able to choose whether or not to discuss their feelings, relationships or other aspects of their private lives.

Carers and staff demonstrate their commitment to treating children with respect by interacting with them in a manner that reinforces their self esteem.

Carers and staff are sensitive to the child's right to privacy and confidentiality when discussing their personal details with any other party.

Written information about a child is limited to what is relevant and necessary to that person's involvement in Interchange.

Family information remains confidential, is stored securely and is accessible only to them and to relevant staff on a need to know basis.

Families are aware of, and may access the information kept about them, and their informed verbal and/or written permission will be obtained prior to the releasing of information. Interchange Loddon-Mallee Region Inc. will inform clients of the reason for the transfer of their information.

Maintaining all programs confidentiality at all times by all staff protects 'commercial in confidence' information.

Disposal of out of date information will be carried out in a secure manner.

All internal, including financial information is covered by this policy.