

## LMHS REGIONAL VOLUNTEERS INC

### POLICY & PROCEDURES DOCUMENT

**POLICY TITLE:** CONFIDENTIALITY & PRIVACY POLICY

**POLICY NUMBER:** 5.1

**POLICY STATEMENT:**

*The Lyell McEwin Regional Volunteer Association are committed to sound procedures involving the handling of personal & / or sensitive information.*

**EXPECTED OUTCOMES:**

1. Confidential information shall be handled in accordance with overriding Government guidelines.
2. Clear guidelines shall exist to direct Volunteer Association personnel in how to deal with confidential and private information
3. This Policy shall enable the Volunteer Association to work in a best practice capacity in dealing with confidential information

**PROCEDURES (To implement Policy)**

1. A list of current volunteers and their contact details may be kept by the team leader of each area, as well as the Executive Officer, and may only be used for purposes of rostering and general Association management. This information is to be viewed as **strictly confidential**, and should be kept in a secure location and not be given out to any third party without the prior approval of the person involved.
2. Should it be requested, volunteers shall have total and immediate access to any records pertaining to themselves and their performance. Accordingly, any notes written about volunteer performance should be done so in a manner that does not lend itself to litigation.
3. As part of the interview / application process, all volunteers shall be asked if they approve of their name and other details (including their image) being reproduced in Association documents. At those times that the volunteer does not give their permission, a note shall be made on the Volunteer register to indicate same.
4. Area specific information may also be kept by the team leader. This may include information pertaining to clients, the family members of clients, finances or vendors in business avenues. This information should also be treated as confidential and given out only by the team leader after appropriate consultation with the person(s) involved.
5. Any person seeking to contact a volunteer, client or vendor should do so via the team leader in the first instance. Where the team leader is absent, another key team member of the area, or the Executive Officer may be approached who will, where it is appropriate, contact the person to determine whether they want their contact details to be given out. **No volunteer or paid staff member is to automatically assume that these details are public domain.**
6. The same criteria applies to all **financial records** held within each area.
7. Breaches of confidentiality shall be dealt with in accordance with Policy 6.2

8. When dealing with personal information dealing with patients of the Health Service, this shall be done in accordance with the overriding policies in place under the requirements of the Code of Fair Information endorsed by the Department of Human Services
9. All confidential material shall be disposed of using the blue 'confidential waste' bins provided in most areas, or shredded, using a shredding machine.

Policy passed by Board of Governance on 20<sup>th</sup> April 1999

**Last Updated: November 2008**