

# CARER'S NETWORK

## PRIVACY POLICY

SEPTEMBER 2021



# PRIVACY POLICY

Carer's Network ensures management of personal information entrusted to us meets all legislative and regulatory requirements. Our policy and procedure apply to our current and potential clients, their carers, family members and staff. Carer's Network is committed to the transparent management of the personal information in terms of how we record and dispose of the information, security of the storage and safekeeping, use of the information, treatment of sensitive information, and ensuring privacy and confidentiality are upheld at all times.

Our commitment includes protecting the privacy of personal information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012, in accordance with the Privacy Policy of the Department of Human Services, the Health Records Act 2001 (Vic), the Information Privacy Act 2000 (Vic), the Freedom of Information Act 1982 (Commonwealth) and the Privacy and Data Protection Act 2014.

Carer's Network is very mindful of our responsibilities and obligations under the Privacy Act and our Duty of Care in relation to a client's expressed need for privacy and confidentiality.

## COLLECTION OF INFORMATION

Information will not be collected without the consent of the client or an authorised representative of the client and staff.

Carer's Network will not collect personal information unless the information is necessary for the proper care and support of the client or is necessary to meet requirements for the collection of such data by statutory authorities.

No directly identifying information such as clients name or contact details are disclosed to unauthorised bodies.

## TYPE OF INFORMATION COLLECTED

Carer's Network will inform clients upon collecting personal information on the purpose and how the information will be administered and used in providing services to them.

Personal information may include:

- Information about the client such as sex, age, country of birth, race or ethnicity, photographs, driver's licence;
- Information about the disability or medical state of the client, such as the category of disability or illness and the type of tasks needed to help the client;
- Information about the client's living arrangements, such as whether they receive income support, where they live and whether they have an informal carer;
- Information about the client's medical and social circumstances and
- Information about the client's financial arrangements

## **MANAGEMENT OF INFORMATION**

All data and information collected by Carer's Network will be retained in written or electronic form by staff within our Carer's Network offices.

Hard copy data and information stored is retained in locked filing cabinets and soft copy retention via the Cloud. Only authorised personnel can access Carer's Network's database. Any personal information that is outdated or no longer relevant is shredded and securely disposed of by Carer's Network.

All staff are required to sign a Statement that they have read and fully understood all documentation contained in our Information Package, which includes this Privacy Policy.

## **ACCESS TO INFORMATION**

Personal information is accessible to its owner as provided for in the Privacy and Data Protection Act 2014. Access may be denied in specified circumstances such as if the information would pose a serious or imminent threat to the life of an individual or where the information would have an unreasonable impact on the privacy of other individuals.

## **REQUIREMENTS OF STAFF**

All staff are required to maintain confidentiality regarding information involving Carer's Network, its staff, clients and their families or carers. Breaches of privacy and confidentiality will result in disciplinary action or termination of the staff member's employment with Carer's Network.

All information given to staff during the course of employment with Carer's Network is strictly private and confidential. On resignation or termination, all private and confidential information must be returned to Carer's Network.

## **COMPLIANCE STRATEGIES**

Carer's Network obtain client's and their families or carer's consent and inform them on the type and purpose of information collected at all times.

All staff are advised at interview of the importance of privacy and confidentiality, which is also reiterated in the Staff Information Handbook for reference. If there is any confusion, ambiguity or concerns expressed by staff, these should be discussed with the management of Carer's Network.

## **EXPECTED OUTCOMES**

Carer's Network have a Privacy Policy that incorporates all procedures and compliance requirements on handling information to ensure privacy and confidentiality of information entrusted to us in protecting the interests of all.

All staff are familiar with Carer's Network's policy on adherence to privacy and confidentiality when dealing with all aspects of their work with client's and any client's representatives.