

Confidentiality, Dignity & Right to Privacy Policy & Procedure

The Huon Valley PCYC is committed to respecting people's right to be individual privacy, dignity, and confidentiality.

This policy and procedure:

- ensures our practices align with relevant legislation regarding human rights, including the Privacy Act 1988, as well as aligning with the guidelines of the Australian Privacy Principles pertaining to information management practices.
- outlines the requirement of all Huon Valley PCYC employees, volunteers, and board members to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.
- identifies the expectation the Huon Valley PCYC has of all staff to maintain the dignity of the people we support at all times.

Privacy and dignity will be understood to include respect for the person's physical body, personal space, belongings, living arrangements, and personal information shared with informed consent. People receiving services from the Huon Valley PCYC are entitled to the same level of privacy as all other members of society.

Working with vulnerable people should raise staff awareness to the importance of dignity & confidentiality and should also raise awareness of the importance of sharing information in line with relevant legislation, or with consent.

Formal conversations about people must take place in a private setting between the relevant parties, and never in a public place. All employees understand and acknowledge through signing their employment contract that they owe the Huon Valley PCYC, its employees, and clients, a duty of confidentiality. Employees will not, at any time, knowingly disclose to any unauthorised person confidential information, including documents, materials, processes, and data whether physical or electronic.

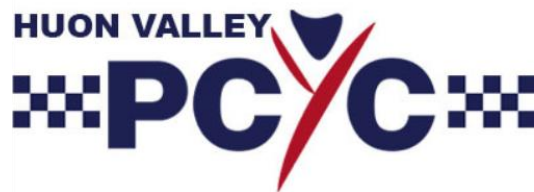
Employees also owe the people they support, and other workers, a duty to maintain their privacy and dignity at all times. Violations will result in disciplinary action against the offending individual which may include termination of employment.

Procedure:

1.) What is considered a breach of Privacy and Confidentiality?

Breaches of privacy and confidentiality can be:

- providing written information not in accordance with guidelines;
- providing verbal information not in accordance with guidelines;
- discussing personal information of people supported and/or other staff with or in front of other people.



A breach of privacy occurs when there is a failure to comply with one or more of the privacy principles set out in the Information Privacy Act 2009.

A breach of confidentiality occurs when data or information provided in confidence by a client is disclosed to a third party without consent.

2.) Respecting Privacy

The Huon Valley PCYC will ensure the people we support have access to information about their individual rights regarding personal dignity and privacy and will provide support in developing awareness of these rights.

The people we support are entitled to:

- feel comfortable and reassured that their personal information and belongings will be respected.
- communicate confidentially with friends, family, and carers when they wish to do so.
- be supported in such a way that their personal dignity is maintained.

3.) Respecting Dignity

Dignity is the right of a person to be valued and respected for their own sake, and to be treated ethically. If people feel their identity and value as a human being is not respected, this can stop them from enjoying life and living comfortably. Upholding the dignity of individuals means our approach to the way we support someone promotes and does not undermine a person's self-respect regardless of any difference.

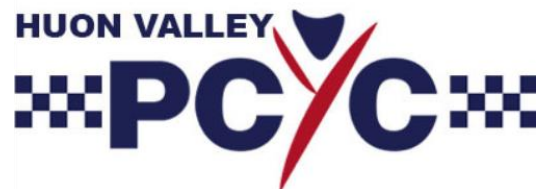
Dignity is the result of being treated with respect. Dignified support, or the lack of it, can have a profound effect on people's well-being. It is often associated with a sense of worth, well-being or a sense of purpose.

Huon Valley PCYC is committed to treating all people with dignity & respect, by:

- being polite and respectful.
- being thoughtful and caring.
- actively engaging people in decisions and choices that affect them.
- keeping people informed.
- meeting their individual needs.
- ensuring their privacy and modesty.

4.) Respecting Confidentiality

Information provided by clients will be respected. The Huon Valley PCYC and its employees recognise the importance of confidentiality in building and maintaining trust with our clients, in particular vulnerable clients such as children, young people, and people with disability. Information provided by clients will not be used against them, nor will it be shared with others who may use it against them. All clients, including children, young people, and people with disability, will be made aware of the limits to confidentiality, where disclosure is required by law or is necessary to protect a person's safety & wellbeing. Where possible, the person will be consulted, and their permission will be sought before their information is shared. Until this happens, the presumption of confidentiality applies.



The Huon Valley PCYC Confidentiality, Dignity & Right to Individual Privacy Policy is developed in accordance with relevant legislation including the:

- The United Nations Convention on the Rights of the Child.
- Children, Young Persons and Their Families Act 1997. Tasmania.
- The United Nations Convention of the Rights of Persons with Disability
- Personal Information Protection Act 2004. Tasmania
- NDIS Act 2013
- Disability Act 2006
- Privacy Act 1988
- Information Privacy Act 2000
- Health Records Act 2001
- Charter of Human Rights and Responsibilities

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