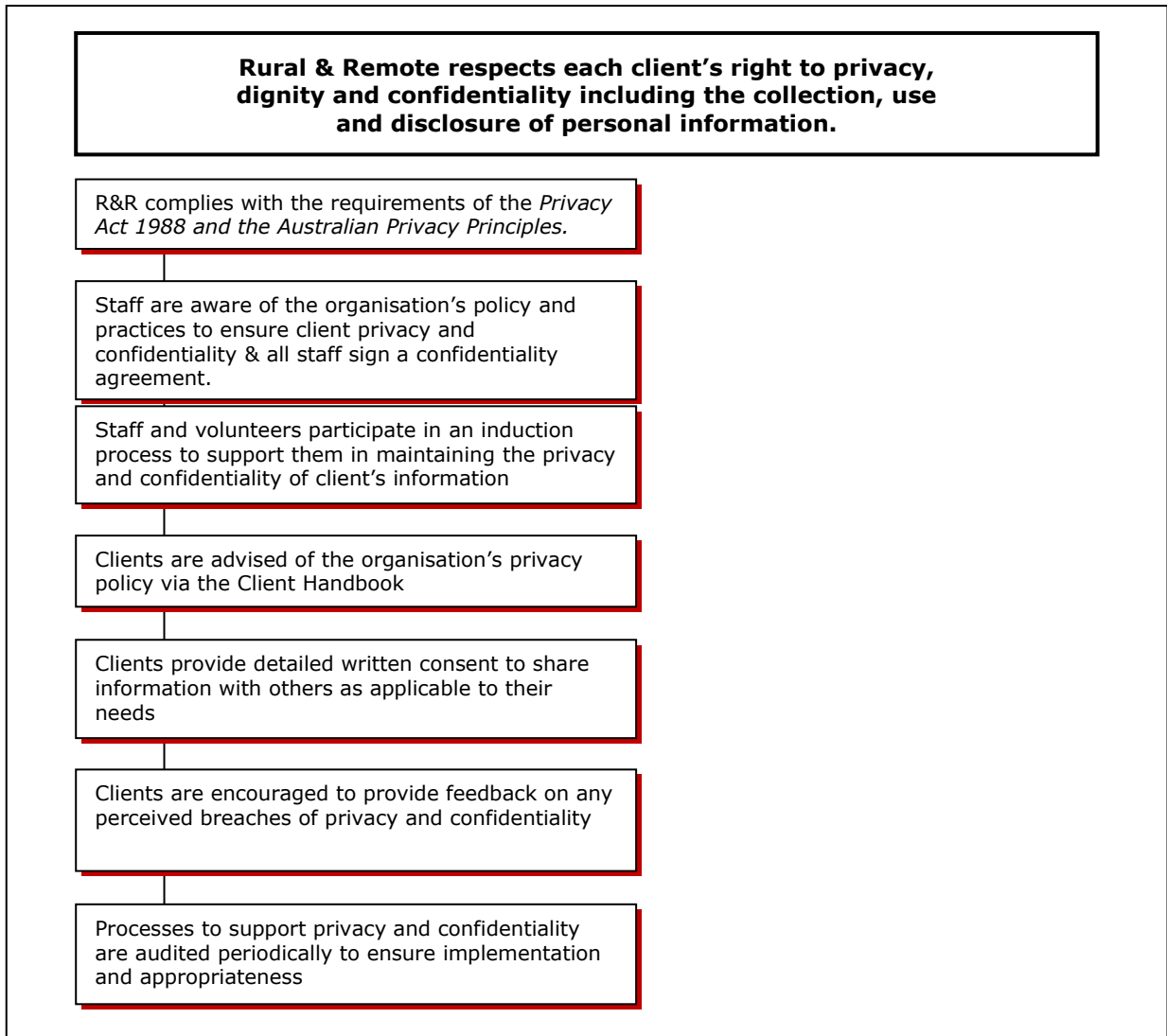


PRIVACY AND CONFIDENTIALITY



FORMS AND RECORDS

Client Handbook	Shared Drive
Client Consent Form	Client records – Information Management System
Staff Confidentiality Agreement	Staff records
Charter of Aged Care Rights	Shared Drive
Advocacy Information and Authority to Act as an Advocate	Shared Drive
Aged Care Quality and Safety Commission Brochure	Shared Drive
Client Complaint Form	Shared Drive
Tell Us What You Think Form	Shared Drive

15.1 Privacy and Confidentiality

Maintaining Privacy and Confidentiality incorporates the following considerations, in particular those outlined in the following **Standards 1.6, 2.3, 3.5, 4.4, 7.4, 7.5 and 8.3 of the Aged Care Quality Standards:**

- ***Each client's privacy is respected and personal information kept confidential***
- ***Assessment and planning is based on an ongoing partnership with the client and others that the client wishes to involve in the process. This may include other organisations, individuals and providers of other care and services that are involved in the care of the client***
- ***Information about the client's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for the care is shared***
- ***The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards***
- ***Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken to ensure responsibilities are understood and met, and***
- ***Effective organisation wide governance systems relating to the following are in place – information management; continuous improvement; financial governance; workforce governance, including the assignment of clear responsibilities and accountabilities; regulatory compliance and feedback and complaints.***

15.1.1 PRINCIPLES FOR THE COLLECTION OF CLIENT INFORMATION

R&R is committed to the principles outlined in the *Privacy Act 1988 and the Australian Privacy Principles* and has in place procedures that ensure compliance with the legislation. The Client Handbook outlines our approach to maintaining privacy and confidentiality of client information.

Management, staff and volunteers are provided with training and information at induction on the rights of clients to privacy and confidentiality and the processes to support this. They are also given reminders in staff communication or at meetings as needed (see also Section 3: Information Management Systems; Section 7: Human Resource Management; Section 10: Assessment; and Section 11: Support Planning and Delivery).

The key guidelines for respecting client privacy and confidentiality in R&R are:

- Client files and other information are securely stored
- We only collect information about clients that is relevant to the provision of support and we explain to clients why we collect the information and what we use it for
- We have a [Client Consent Form](#) that details approved persons and agencies with whom we may share information if needed.
- We would seek consent from clients to provide access to client records to government officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. We advise clients that these individuals are required to keep all information accessed through this process confidential
- Consent to share personal information can be withdrawn at any time by the client
- Clients can ask to see the information that we keep about them and are supported to access this information if requested. The client can nominate a representative to access the client's records held by R&R
- All information relating to clients is confidential and is not disclosed to any other person or organisation without the clients permission

- We only share information when it is necessary to ensure appropriate support is delivered and only with the client's permission/consent beforehand
- The provision of information to people outside the service is authorised by the Program Manager
- Reviews are always conducted in private with the client and the RnR Team Leader/Cluster Team Leader unless the client consents to their carer, advocate or other person being present
- During initial discussions the RnR Team Leader/Cluster Team Leader asks the client about any particular privacy requirements they may have such as their preference for a male or female support worker. These are noted on their support plan
- Any discussions between staff about clients are held in a closed office
- Any references to individual clients in meeting minutes should only be by their initials only or another unique identifier, such as their client number.

Exception to the General rules re: Confidentiality

The only exception to all of the above is where a worker, in the course of their duties, becomes aware of a risk to life or limb of a client or others. In these circumstances, information may be given to a third party, who can reduce or eliminate the risk. In these cases, the home care support worker should consult their Cluster Team Leader or the Program Manager first.

Breaches of confidentiality

In accordance with Ravenshoe Community Centre Inc policy, if a written report is received about a breach of confidentiality, the person involved will be suspended from their position while formal inquiries are expedited into the incident.

The staff grievance and dispute procedure will be followed.

15.1.2 CONFIDENTIALITY OF COMPLAINTS AND DISPUTES

As far as possible, the fact that a client has lodged a complaint and the details of that complaint are kept confidential amongst staff directly concerned with its resolution. Similarly, information on disputes between a client and a staff member or a client and a carer is kept confidential. The client's permission is obtained prior to any information being given to other parties whom it may be desirable to involve in the resolution of the complaint or dispute.

NOTE: The RCC Inc HRO and/or Management Committee members may also be involved in resolving complaints/disputes.

15.2 Clients Right to Access Information

Clients of R&R have a right to read any personal information kept about them. A request from a client or their advocate, in writing, to access information is referred to the Program Manager who confirms the request and then arranges for the client to view their information.

Access is provided to the client within two weeks from the date of the request.

The Program Manager/RnR Team Leader is available to assist the client in understanding the information and to explain terminology or other assistance.

On advice from R&R's legal representative, access to a client's record may be denied. This will be discussed with the client/advocate should this situation arise.

15.3 Monitoring Privacy and Confidentiality Processes

Privacy & confidentiality processes are regularly reviewed with as part of our continuous improvement policy, and staff, clients and other stakeholders are encouraged to provide feedback where improvements can be made.