

1.3 Privacy and Confidentiality

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Introduction

Prahran Mission understands that as an agency of Uniting Church, one of its most important duties is to provide secure and appropriately managed information dissemination.



Scope

This policy covers the collection, use, storage, disclosure of and access to personal information by staff, volunteers, donors or clients involved in the delivery and receipt of Prahran Mission services.



Policy

Prahran Mission is committed to protecting the privacy and confidentiality of personal information provided to it by its clients, staff, volunteers and donors. Any information provided will be used only for the purpose intended – that is, the delivery of quality services to clients, (unless otherwise authorized and required by law). Information collected will be relevant to the delivery of quality services in the course of their accessing Prahran Mission services.

Clients, staff, volunteers and donors will be informed about why information is collected and how it is used and can see their own personal file at any time.



Related Policy, Process and Procedure

1.0	Rights and Responsibilities Strategic Policy
1.3.2	Client File Management Procedure
1.3.5	Client File Audit Procedure
1.4.4	Client, Carer and Community Complaints Procedure
2.1	Standards of Care Operational Policy
2.1.3	Client Referral (Internal and External) Procedure
2.1.4	Client Handover Procedure
2.7.1	Chief Psychiatrist Notification Procedure



Relevant Legislation and References

Refer to relevant Legislation under Strategic Policy 1.0 Rights and Responsibilities.

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