



Privacy and Confidentiality

Purpose

The purpose of this policy is to ensure that all personal information of clients, staff members and contractors is protected and kept confidential. This policy provides guidelines for the management of personal information to ensure compliance with relevant privacy laws and ethical obligations.

Scope

This policy applies to all staff members and contractors related to Coastal Care. Confidentiality is of utmost importance, and these guidelines outline the expectations and responsibilities for maintaining the privacy and security of client information.

Policy Statement

Coastal Care is committed to protecting the privacy of our clients, staff members and contractors. We recognise the importance of maintaining confidentiality and complying with relevant privacy laws and ethical obligations.

Procedure

Training and Awareness

Coastal Care employees are required to participate in confidentiality training upon employment and attend refresher sessions as necessary to ensure they are well informed and up-to-date on confidentiality policies and procedures.

Collection and Use of Personal Information

CC will only collect personal information that is necessary for the provision of services and support to clients. We will obtain consent before collecting any personal information, and we will ensure that personal information is accurate, complete, and up to date.

Access to Personal Information

Access to personal information will be limited to authorised personnel who need access to the information to carry out their duties. We will only disclose personal information where required by law or with the consent of the individual.

<i>Privacy and Confidentiality POLICY PROCEDURE</i>		<i>Version:</i>	<i>1.0-23</i>
<i>Endorsed by:</i>	<i>CEO</i>	<i>Effective Date:</i>	<i>12/04/2023</i>
<i>Person Responsible:</i>	<i>Service Manager</i>	<i>Next Revision Date:</i>	<i>12/04/2025</i>



Security of Personal Information

CC will take reasonable steps to ensure that personal information is stored securely and protected against unauthorised access, use, modification, or disclosure. We will also ensure that personal information is destroyed securely and in accordance with relevant laws and regulations.

Client records must be securely stored in physical or electronic form. Access to records should be restricted to authorised personnel only, with access logs maintained.

Electronic Data Security

Coastal Care employees must use secure, password-protected computer systems when accessing and storing electronic client information to safeguard against unauthorised access.

Physical Record Security

Coastal Care employees are responsible for the secure storage of physical client records when not in use, ensuring that confidential information is protected from unauthorised access or viewing.

Communication Practices

Coastal Care employees should exercise discretion and avoid discussing client information in public areas or within the hearing range of individuals who do not have a legitimate need to know.

Consent and External Sharing

Coastal Care employees are required to obtain written consent from clients before sharing their information with external parties, including other healthcare providers. This ensures that client privacy is respected and upheld.

Breach of Privacy and Confidentiality

In the event of a breach of privacy or confidentiality, we will take immediate steps to minimise the impact of the breach and notify the affected individuals and relevant authorities as required by law.

Coastal Care employees who suspect or witness a breach of confidentiality are obligated to report such incidents promptly to their immediate supervisor or the designated privacy officer. This reporting mechanism is essential for addressing and resolving confidentiality breaches in a timely and appropriate manner

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Access to Personal Information

Clients and their authorised representatives have the right to access their personal information. We will provide access to personal information in a timely and appropriate manner and ensure that clients' privacy and confidentiality are protected.

Patient Requests and Privacy

These guidelines emphasise patient confidentiality and privacy when responding to inquiries about another patient's medical condition or treatment. At Coastal Care, we prioritise privacy as a core value, and staff should acknowledge the inquiring patient's concerns without disclosing specific details about other patients. Instead, staff should suggest that the inquiring patient contact the individual directly if they wish to learn more, emphasising that sharing such information is at the discretion of the individual patient.

These guidelines support our commitment to fostering trust and professionalism in healthcare through consistent privacy practices;

- Prioritise patient confidentiality and reassure the inquiring patient that privacy is a core value.
- Acknowledge the inquiring patient's concerns without disclosing any specific details about the other patient.
- Suggest that the inquiring patient contact the individual directly if they wish to learn more, emphasising that sharing such information is at the discretion of the individual patient.
- Emphasise the clinic's commitment to maintaining consistent privacy practices for all patients to foster trust and professionalism in healthcare.

Continuous Improvement

We will continuously review and improve our privacy and confidentiality policy and procedure to ensure that we are providing the best possible service to our clients and complying with legal and ethical obligations.

VARIATIONS

Coastal Care reserves the right to vary, replace or terminate this policy from time to time.

RELATED DOCUMENTS

- Privacy Act 1988
- National Privacy Principles
- Internal Communication
- Social Media Use
- Client Communication

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- Documentation
- Allied Health Documentation

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