

North West Residential Support Services Inc.  
Policies & Procedures  
**CONSUMER RECORDS – CONFIDENTIALITY & ACCESS**

Number: <1>  
Effective From: <June> <2015>  
Replaces: <#>  
Review: NWRSS Board  
Contact: Neal Rodwell, General Manager  
Review Date: <January> <2017>

NWRSS respects the need to keep information related to clients and families in the utmost of confidence.

All employees are expected to respect all boundaries of confidentiality as a condition of continuing employment with NWRSS. Whilst employees have access to client information, it is given in trust, and client confidentiality is never to be breached.

Employees must not:

- Discuss client information in a trivial manner
- Discuss information about clients with their own circle of friends, families or other people not professionally associated with NWRSS
- Pass on information, or discuss information, with another affiliated service provider that is not factual or relevant
- Divulge information over the telephone, or to visitors, about a client or their families whereabouts
- Discuss behavioural information about a client with family members of another client
- Give out telephone numbers or addresses of client's homes to members of the public
- Leave any client information in unsecured public places
- Breach their obligation of confidentiality towards the client group and their families. This does not cease at the end of employment

Proven breach of confidentiality will result in disciplinary procedures being enacted and can result in termination of employment.

Funding-related client information is stored with our corporate services supplier, Lawson Hyland Pty Ltd. Their commercial system meets all confidentiality and industrial workplace requirements

Internal client management information is stored in a NWRSS registered Dropbox that is off site and password secure.

Management Team travelling electronic notebooks, that may hold day-to-day notes, until transferred to Lawson Hyland and the Dropbox, are password secure.

**Any client information held by NWRSS is accessible to the client or someone legally representing them by contacting either the General Manager or Direct Service Manager.**

**[www.nwrss.org.au](http://www.nwrss.org.au)**