

North West Residential Support Services Inc.
Policies & Procedures
PRIVACY & CONFIDENTIALITY

Number: <1>
Effective From: <October> <2016>
Replaces: <#>
Review: NWRSS Board
Contact: Neal Rodwell, General Manager
Review Date: <January> <2018>

Privacy

Privacy is a basic right of all people. NWRSS recognizes privacy as a basic right for all people including the people it supports.

Clients should experience a level of personal privacy typical of people their age.

In practice, privacy means that:

- Clients are supported with all aspects of daily living in a way that encourages independence, respect and dignity
- Employees should seek permission before carrying out personal care tasks for clients
- Both support workers should knock before entering bedrooms, bathrooms or toilets
- Clients, where possible, are able to choose whether they wish to be on their own or with others
- Clients do not have to reveal personal details, thoughts and feelings
- Clients can receive and make phone calls in private and have their mail delivered promptly and unopened

Support workers are expected to recognise each person's right to privacy, and as far as possible, demonstrate this in their contact with clients. However, as a support worker, you must consider any possible risk of harm to a client and offer appropriate support, which may override privacy issues if necessary. For example, clients with epilepsy or other support needs may require constant supervision when bathing. Compromises such as these require permission from the Direct Service Coordinator.

Confidentiality

NWRSS respects the need to keep information related to clients and families in the utmost of confidence. All employees sign off on confidentiality when they commence with NWRSS.

Whilst staff have access to client information, it is given in trust, and 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 family, friends, or any other people
- Pass on or discuss information with another affiliated service provider without the permission of the Direct Service Coordinator who will determine the content of the discussion
- Divulge information over the phone, or to visitors, about a client or their family's whereabouts
- Discuss behaviour or information about a client with family members of another client
- Give out telephone numbers or addresses of clients' homes to members of the public
- Leave any client or service information in their car or around their family home where this information could be freely accessed by unauthorised people
- Permission to take hard copy client information away from their home must be sought from the Direct Service Coordinator
- Breach their obligation of confidentiality after their employment with NWRSS ceases

Proven breaches of confidentiality will result in disciplinary action and may result in dismissal.

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