



familybasedcare

Tasmania

PRIVACY POLICY

ID No: FBCNW – 60 - 6

Version: 6.0

Applies to:

- All Employees
- Volunteers
- Contractors
- Board Members

Applicable Standards:

Applicable Legislation:

Right to Information Act 2009
Privacy Act 1998
Australian Privacy Principles 2014
Personal Information Protection Act 2004

Contractual Obligations:

Family Based Care Association North West Inc. (FBC) is committed to protecting and upholding the right to privacy of clients, staff, volunteers, Board Members, and representatives of agencies and contractors.

FBC is committed to protecting and upholding the rights of our client's privacy in the way we collect, store, and use information about them, their needs, and the services we provide to them.

In order to effect this FBC requires all staff, volunteers, contractors, and Board Members to agree to and sign FBC's Secrecy and Confidentiality Undertaking – FBCNW-16-230. Breaches of this Undertaking will be investigated and disciplinary action may result.

FBC will follow the guidelines of the Australian Privacy Principles 2014 in its information management practices, however FBC will ensure that:

- it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients and organisational personnel;
- clients are provided with information about their rights regarding privacy;
- clients and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature;
- all staff, volunteers, contractors, and Board Members understand what is required in meeting these obligations.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

This policy conforms to the relevant legislation which govern the collection, use, and storage of personal information. All information collected is relevant to the operations of FBC. Information required by law to be disclosed will be disclosed.

Note:

- FBC collects personal, medical, support and account information in order to allocate services within budgets according to need and to tailor services to meet client needs in a manner that is safe for our workforce.
- FBC is required to collect and report all referral and service provision data where the service is supplied from government grants.

- All other information relates to the provision of services, statistical reports and / or the charging of costs and / or fees.
- FBC endeavours to maintain accurate information.
- All records are on a 'need to know' basis and are stored securely.
- Access to electronic information is controlled by password.
- Clients may access their personal information at 5 normal working days notice.
- Clients can give consent for the sharing of referral and / or other information and revoke consent at any time.
- Wherever possible FBC interviews are conducted privately.
- All staff, volunteers, and Board members sign a Secrecy / Confidentiality Undertaking as a condition of employment / involvement.
- All staff are responsible for the management of personal information to which they have access, and in the conduct of research, consultation, or advocacy work.
- The Chief Executive Officer (CEO) is responsible for content in FBC publications, communications, and web site and must ensure the following:
 - Appropriate consent is obtained for the inclusion of any personal information about any individual including FBC personnel;
 - Information being provided by other agencies or external individuals conforms to the Australian Privacy Principles;
 - That the website contains a Privacy Statement that makes clear the conditions of any collection of personal information from the public through their visit to the website.
- The CEO is responsible for safeguarding personal information relating to FBC staff, Board members, volunteers, contractors, and members.
- The Privacy Contact Officer will be the CEO.

Breaches of this Policy by staff may result in disciplinary action and / or legal proceedings.

Authorised by:



Date: 24 /09 /18

President of the Board