



**YOUR VILLAGE TRAINING
AND SUPPORT**
IT TAKES A VILLAGE TO GROW

☎ 0402 148 634

🌐 www.yvtas.com.au

📘 Facebook com/YourVillageTas

📷 @yourvillagetas

YOUR VILLAGE Training and Support Confidentiality and Privacy Policy

1. **Policy Outline**
2. **Policy Statement**
3. **Confidentiality Principles**
4. **Responsibilities**
5. **Information Collection and Use**
6. **Disclosure of Information**
7. **Client Rights**
8. **Record Keeping and Security**
9. **Data Breaches**
10. **Training and Support for Staff**
11. **Monitoring and Review**
12. **Implementation**

Policy Outline

Purpose

This policy outlines **Your Village Training and Support's** commitment to ensuring the confidentiality and privacy of personal information collected from clients, staff, and other stakeholders. It establishes guidelines for handling sensitive information in accordance with relevant laws and best practices, including the **Privacy Act 1988** and the **NDIS Quality and Safeguarding Framework**.

Scope

This policy applies to all employees, volunteers, contractors, and any individuals who have access to personal information held by **Your Village Training and Support**. It covers all types of information, including but not limited to client records, financial information, and employee data.

Policy Statement

Your Village Training and Support is committed to safeguarding the privacy and confidentiality of all personal information collected during the course of service delivery and operational activities. This commitment ensures that all information is managed responsibly and in compliance with applicable laws and ethical standards.

The organisation aims to:

- Collect and use personal information only for legitimate purposes related to service delivery and operational needs.
 - Ensure that individuals are informed about how their personal information will be used and their rights regarding their information.
 - Maintain strict security measures to protect personal information from unauthorised access, loss, or misuse.
 - Respond promptly and transparently to any privacy inquiries or concerns raised by clients or staff.
-

Confidentiality Principles

Your Village Training and Support adheres to the following principles regarding confidentiality and privacy:

- **Respect for Individual Rights:** Every individual has the right to privacy and control over their personal information.
 - **Data Minimisation:** Personal information collected will be limited to what is necessary for the intended purpose.
 - **Informed Consent:** Clients will be informed about the collection, use, and disclosure of their personal information and will provide consent before any information is shared.
 - **Security Measures:** Appropriate measures will be implemented to protect personal information from unauthorised access or disclosure.
 - **Transparency:** Clients and staff will have access to information about the organisation's privacy practices and their rights regarding personal information.
-

Responsibilities

Organisation

Your Village Training and Support is responsible for:

- Developing, implementing, and reviewing the Confidentiality and Privacy Policy.
- Ensuring compliance with relevant legislation and ethical standards.
- Providing training and resources to staff regarding privacy and confidentiality practices.

Employees

Employees are responsible for:

- Adhering to the Confidentiality and Privacy Policy at all times.
- Ensuring that personal information is collected, stored, and shared only in accordance with this policy.
- Reporting any privacy concerns or breaches to their supervisor or the **Managing Director** immediately.

Managing Director

The **Managing Director** is responsible for:

- Overseeing the implementation of the Confidentiality and Privacy Policy.
- Ensuring that privacy and confidentiality training is provided to all staff.
- Conducting regular reviews of privacy practices to ensure compliance with laws and regulations.

Contractors and Volunteers

Contractors and volunteers are required to comply with this policy and follow any procedures related to the handling of personal information. They must sign confidentiality agreements as part of their engagement with the organisation.

Information Collection and Use

Types of Information Collected

Your Village Training and Support collects various types of personal information, including but not limited to:

- **Client Information:** Personal details, medical history, support needs, and contact information.
- **Staff Information:** Employment history, qualifications, personal contact details, and performance reviews.
- **Financial Information:** Payment details, invoicing information, and funding sources.

Purpose of Information Collection

Personal information is collected for the following purposes:

- To provide appropriate and effective support services to clients.
- To manage staffing and operational needs efficiently.
- To meet legal and regulatory requirements.
- To conduct evaluations, quality assurance, and improvement activities.

Method of Information Collection

Information may be collected through various methods, including:

- Directly from clients during intake assessments and service delivery.
- Through forms completed by clients, family members, or guardians.

- From third parties, such as healthcare providers or government agencies, with the client's consent.

Disclosure of Information

Consent and Authorisation

Your Village Training and Support will not disclose personal information without the client's informed consent, except in situations outlined in this policy. Clients will be informed about:

- Who their information may be shared with.
- The purpose of the disclosure.

Mandatory Reporting

In certain circumstances, **Your Village Training and Support** is required by law to disclose personal information without consent. This includes:

- Reports of suspected child abuse or neglect.
- Situations where there is a risk of harm to the client or others.
- Legal obligations to provide information to law enforcement agencies.

Situations Requiring Disclosure Without Consent

Other situations where disclosure may occur without consent include:

- When required to comply with a court order.
- To protect the rights, property, or safety of **Your Village Training and Support** or others.

Client Rights

Clients have the right to:

- Access their personal information held by **Your Village Training and Support**.
 - Request corrections to their information if they believe it is inaccurate or incomplete.
 - Withdraw consent for the use of their information at any time, subject to legal or contractual obligations.
 - Be informed about how their personal information is managed and protected.
-

Record Keeping and Security

Record Keeping

Your Village Training and Support will maintain accurate and up-to-date records of all personal information collected. Records must be:

- Stored securely to prevent unauthorised access.
- Retained only as long as necessary to fulfill the purpose for which they were collected or as required by law.

Data Security Measures

The organisation will implement appropriate security measures to protect personal information, including:

- **Physical Security:** Locking cabinets and restricted access to offices where sensitive information is stored.
 - **Digital Security:** Password protection, encryption, and secure networks for electronic data.
 - **Access Controls:** Limiting access to personal information to authorised personnel only.
-

Data Breaches

In the event of a data breach, **Your Village Training and Support** will:

- Conduct an immediate investigation to assess the extent of the breach.
 - Notify affected individuals as soon as practicable, providing details of the breach and any potential consequences.
 - Report the breach to the **Office of the Australian Information Commissioner** if it meets the criteria for notification under the **Privacy Act 1988**.
 - Implement measures to prevent similar breaches in the future, including reviewing and updating security protocols.
-

Training and Support for Staff

Your Village Training and Support is committed to ensuring that all staff are trained in confidentiality and privacy practices. This includes:

- Regular training sessions on the importance of confidentiality and privacy.
 - Guidance on handling sensitive information and responding to data breaches.
-

- Resources for staff to refer to regarding their responsibilities under this policy and relevant legislation.
-

Monitoring and Review

This policy will be reviewed annually or as required by changes in legislation or organisational practices. The review process will include:

- Assessing compliance with the **Privacy Act 1988** and **NDIS Quality and Safeguarding Framework**.
 - Collecting feedback from staff and clients regarding the effectiveness of the policy.
 - Making necessary updates to improve the policy and ensure ongoing compliance.
-

Implementation

Your Village Training and Support will ensure the effective implementation of this Confidentiality and Privacy Policy by:

- Communicating the policy to all staff, contractors, and volunteers.
- Making the policy available to clients and stakeholders through the organisation's website and at service delivery locations.
- Providing training and resources to support staff in adhering to the policy and understanding their responsibilities regarding confidentiality and privacy.

By following this policy, **Your Village Training and Support** aims to maintain the highest standards of confidentiality and privacy for all individuals involved with the organisation.