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## **Privacy, Dignity and Confidentiality Policy (G425-D)**

This policy recognises that each client has the right to privacy, dignity and confidentiality. Confidentiality relates specifically to the protection of personal information acquired by PTEP staff. The policy is consistent with the *Freedom of Information Act 1982* and the related Information Privacy Principles regulatory guidelines. (Refer G424)

The right to privacy, dignity and confidentiality shall be promoted and protected by PTEP in the following ways:

- Clients shall be provided with a copy of the service agreement and any other relevant documents, at their request;
- All information gained regarding clients shall be stored securely. A client's file may only be accessed by relevant staff and that client;
- Clients shall be made aware of the information kept about them and information will only be released to other services/persons after gaining written consent from the client concerned;
- A record shall be kept of the type of information given and to whom it was designated;
- Consent to release information may be withdrawn at any time upon receiving a client request in writing.
- Client shall be able to choose whether or not to discuss their feelings, relationships, or other aspects of their private lives which affect their employment/training outcome. This includes disclosure of disabilities or any other issues;
- Staff shall recognise that their role is one of assisting clients in their search for employment. Any information sought by the service will be directly related to the provision of assistance with appropriate placement and support;
- Written information about the client shall be kept for no longer than is contractually required and shall be disposed of in an appropriate manner;
- Staff shall show sensitivity in discussing individual client's details with other staff, employers, Board Members and others, and shall refrain from engaging in unnecessary discussion about the client and any aspects of their lives;
- Information about each client shall be updated on a regular basis with the client, or on a needs basis.

This policy shall be made available to clients prior to the provision of service to them and the creation of their client record file. This policy shall be reviewed on an annual basis, with consultation of representatives of parties involved.