

Privacy and Confidentiality Policy

Background

This policy explains how Contemporary Coordination staff are expected to treat agency and participant information. This policy is intended to outline how this information is protected and confidentiality is maintained.

Contemporary Coordination is guided by the Privacy Act (1988), which can be found at <https://www.legislation.gov.au/Details/C2014C00076>

It also upholds the National Disability Insurance Scheme (NDIS) Practice Standards.

Scope:

This policy applies to all staff of Contemporary Coordination. This includes all current, future and previous employees and contractors.

Confidential information definition:

Confidential information is any information disclosed that may be seen as personal, private, secret or valuable. Common examples of confidential information are:

- Participant names, contact information and personal information
- Any information related to a participants NDIS plan such as diagnosis, plan funds amount and participant goals
- Unpublished agency financial information
- Participant data or lists
- Pricing/marketing and other undisclosed strategies
- Unpublished reports or documents

Confidentiality measures

To ensure that confidential information is well protected, staff must:

- Ensure password protection and safeguarding for all electronic information
- Sign a non-disclosure agreement before access to information (contained within staff contracts)
- Lock or secure confidential paper documents at all times
- Shred physical confidential documents when they are no longer needed
- Make sure they only view confidential information on secure devices

- Do not access confidential information that is not necessary to perform their role
- Check the most up to date Consent to Release Information forms before sharing participant information

Staff must not:

Disclose confidential information to anyone without authorised access

Use confidential information for any personal benefit or profit

Replicate confidential documents and files and store them on insecure devices

When staff stop working for Contemporary Coordination, they must return all confidential files and delete them from their personal devices by their end contract date. Their online access will then be blocked.

Exceptions

Confidential information may occasionally have to be disclosed for legitimate reasons. Examples are:

- If the NDIS requests it as part of an investigation or audit
- The mandatory reporting of abuse or neglect of young people
- Where there is a significant risk to someone's life

Disciplinary Consequences

Staff who do not respect this will face disciplinary action, and possibly legal action.

Every breach of this policy will be investigated, including unintentional breaches.

Staff who repeatedly and/or intentionally disregard this policy will have their employment terminated. This policy is binding even after separation of employment.