



# Newtown Neighbourhood Centre Incorporated

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ABN: 96 884 462 833

## **Code of Confidentiality Staff, Volunteers and Students**

During the course of your employment/placement with Newtown Neighbourhood Centre Inc. (hereafter referred to as NNC) you may have access to relevant confidential information either through client's files, during staff training or meetings, over the counter, via telephone inquiries, or in discussion with clients or staff.

Private and confidential information is anything you read, observe or hear that is not known to be common knowledge about NNC or a particular person whether they be a client, community member, staff member, volunteer, student or Management Committee member.

Access to such information involves a responsibility to actively protect an individual's right to privacy and confidentiality as well as that of the business affairs of NNC. This can be done by observing the following Code of Confidentiality, which is to be maintained at all times:

- Files and information regarding clients, staff and other individuals and NNC's business affairs are to be kept in a safe place, out of sight and reach of other staff, volunteers and visitors. Files are to be stored securely and put away immediately after use.
- Client, personnel or business files or any part thereof are not to leave NNC at any time, except for use in case conferences.
- Be sure that when you are discussing NNC business affairs or a client or individual with staff or service providers that it is not within hearing range of other people. It may appear that others are not listening or do not understand; however it is better to exercise caution.
- When discussing a client, individual or business affairs on the phone be aware of those around you, use discretion and exercise caution regarding the information being relayed.
- If you overhear a conversation concerning private and confidential matters, please remember that such information is of a sensitive nature and although it is audible, it is not directed to any person other than those directly involved in the conversation.
- Do not discuss NNC's business affairs or client's, students, staff, Management Committee members or individuals private matters with people outside the work environment.
- When writing an assignment or report you must take steps to disguise the identity of the individual. For example: their name, where they live, where they work, their age, cultural background or their physical appearance. Only include information that is directly relevant to the assignment or report.
- Nothing learned from clients, including the fact of their visit, will be passed on to anyone without that client's express permission. The only exception to this will be if a referral agency wants to confirm a client has attended.

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- Client records are available only to workers within NNC and workers will read a file only when it is required to carry out their work.
- Referrals will not be made on behalf of a client without that client's knowledge. Unless it is considered the client is a danger to themselves or others, in which case approval will be sought from the Executive Officer or Managers.
- Discussion about a client with a worker from another agency who is working with that client is inappropriate without the express permission of the client. Except when a referring agency needs to advise NNC of a particular issue.
- No personal details of Board of Management, paid or unpaid staff will be provided to anyone outside NNC without the express approval of the person involved.
- Where there is a need to contact a staff member, a message will be taken and if possible passed on to the staff member to allow them to contact the person involved. Personal information about the Board of Management, staff, students or volunteers (such as personal phone numbers) shall not be disclosed.
- No confidential or sensitive issues of NNC shall be discussed with people outside the organisation unless failure to do so constitutes a breach of legal obligation.

Other than is necessary and authorised for the performance of your duties, you will not:

- Copy, duplicate or make extracts from confidential information.
- Make use of confidential information for private purposes or in a manner which may or is calculated to cause injury or loss to NNC, its clients, staff, volunteers, students or its service and community partners.
- Other than for the benefit of NNC make notes or documents relating to any matter within the scope of the business of NNC or concerning any of its dealings or affairs.

I undertake to inform my supervisor immediately if I become aware of any breach of confidentiality, privacy or security relating to information I access in the course of my duties.

I will not, either during or after my employment with NNC, disclose confidential information concerning the business or affairs of NNC, its clients, paid and unpaid staff, its service and community partners without permission of NNC in writing.

I agree not to disclose to any other person, organisation or government department any of the personal information I have access to regarding persons or business details associated with NNC without their consent.

I recognise and accept that this agreement will continue to apply despite the termination or cessation of my employment by myself or by Newtown Neighbourhood Centre Inc.

I have read and understood the above Code of Confidentiality. I agree to abide by its contents and understand that failure to comply with the Code of Confidentiality may result in dismissal.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

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