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# CLIENT PRIVACY AND CONFIDENTIALITY POLICY 1.7.3

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<b>Document Title:</b>	Client Privacy and Confidentiality Policy 1.7.3		
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**ALZHEIMER'S WA**  
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## Policy Statement

Alzheimer's WA respects each client's right to privacy, dignity and confidentiality including the collection, use and disclosure of personal information. Accurate, up-to-date and pertinent record keeping is an important aspect of being professional and accountable for the services Alzheimer's WA provides.

## Scope

This Policy and associated Procedures applies to all individuals with access to client information.

## Underpinning Principles/Guidelines

Alzheimer's WA uses the Office of the Australian Information Commissioners' **10 Steps to Protecting Other People's Personal Information** fact sheet as a guide to our privacy processes.

The key guidelines for respecting client privacy and confidentiality following the ten steps are:

- Collect only client information that is relevant to the provision of support.
- Do not collect information about a client just because it may be useful at a later date.
- Explain to clients why the information is collected and how it may be used.
- Only use personal information if it is related to the purpose for which it was collected, and within reasonable expectations of the client.
- Carefully consider whether personal information needs to be disclosed before doing so. Seek client consent prior to disclosing personal information with other service providers (unless exempted by law).
- Give clients access to their personal information if requested. Clients can request to see the information kept about them, and are supported to access this information if requested.
- Client information and files are securely stored. Staff will only access and/or share personal information on a 'need to know' basis.
- Do not keep information stored that is no longer needed or required to be retained. Ensure that any discarded information is destroyed confidentially.
- Keep client information accurate and up to date.
- Consider making someone/some people responsible for privacy processes and information.

All employees and volunteers have a responsibility to safeguard sensitive information held about clients and are expected to take all reasonable steps to do so.

On joining the organisation all ALZHEIMER'S WA staff must sign a Privacy & Confidentiality Agreement.

- Management, employees and volunteers are provided with training and information on the rights of clients to privacy and confidentiality. They are also trained in the processes to support this when new employees and volunteers commence with the organisation.
- All clients or their carer are provided with a copy of the organisations Client Privacy and Confidentiality Policy. It is also publicly available to view on the organisation's website.
- Clients are also informed that it may be necessary to disclose client information to third parties without consent where there is a direct and imminent threat to the safety or health of the client or another person, or where required to do so by law.
- Meetings with clients are always conducted in private, unless the client requests an advocate or other family member to be present.

## Consent

- Clients are provided verbal and/or written information about confidentiality including how their personal details are recorded and stored.
- Signed consent is sought before commencing services to ensure clients understand and agree to the terms of service provision.

## Legislation

Key legislation, regulations and other requirements include but are not limited to:

- *Aged Care Act 1997*
- *Aged Care Principles 1997*
- *Carers Recognition Act 2010*
- *Privacy Act 1988*
- 10 Steps to Protecting Other People's Personal Information
- User Rights Principles 2014
- National Standards for Disability Services 2013
- *NDIS Act 2013*

## Related Documents

- Client Records Management Procedure 1.7.3a
- Access to Client Information Procedure 1.7.3b

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
Mar 2021	Reformatting of document	1.0.0	Rachael Roberts
Jun 2021	Revision	1.1.0	Brett Parker
Aug 2021	Minor reformatting	1.2.0	Dianne Yeates