



Privacy and Confidentiality policy

To ensure that All Walks of Life protects participants', their family's and employees' private information

Participants

All Walks of Life respects the privacy of information obtained from our participants, and we adhere to Australia's privacy legislation when dealing with customer information (The Privacy Act 1988). The information collected may include contact information and sensitive case details. This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without the participant's written authority.

Additionally, All Walks of Life adheres to the Australian Health Practitioner Regulation Agency (AHPRA) Privacy Policy regarding the collection, use and disclosure, anonymity and confidentiality of participants, families and employees' private information.

Where activities are outsourced by All Walks of Life, these companies are contractually bound to the same privacy levels we commit to our Participants. Participants may request access to or modify their information on All Walks of Life's CRM and electronic files.

In dealing with personal information, we abide by the obligations imposed on us under federal law, including the Privacy Act 1988 (Cth) Privacy Act and the National Disability Insurance Scheme Act 2013 (Cth) (NDIS Act). These laws may require All Walks of Life, in certain circumstances, to disclose personal information to any other person or party outside of this agency in the course of providing services. The information collected on our forms and recorded in electronic case files, or by any other means, will be used to confirm eligibility for support access to our services. Information collected will also be provided to the funding body for purposes which include:

- Service delivery, monitoring and evaluation;
- Confirmation of eligibility for services;
- Statistical or progress analysis;
- Resolving complaints made by participants
- Reporting; and
- Delivering or continuing to deliver services

Confidentiality Statement

We recognise that keeping participants' information confidential is important and forms an important part of the trust between participant/ service provider relationships. Therefore, we will not disclose to any other

person or party any information about a participant where we have not been given permission in writing or unless necessary by mandated reporting obligations in the following circumstances:

- If we believe someone is at significant risk of harm (self or otherwise). Significant risk of harm includes for example, harm of a physical or sexual nature
- If we believe someone is at risk of causing significant harm to another person.
- Where we believe a child under the age of 17 may be at risk of harm.
- Where we are mandated by law to share information.
- Where we have been given permission to share information.

In all areas where disclosure is necessary, All Walks of Life will endeavour to inform and discuss with the participant, or participant representative or employee to empower collaborative and informed sharing of information whenever reasonably practicable and safe to do so. In addition to other obligatory laws and guidelines, All Walks of Life utilises the *Victorian Government Responding to allegations of abuse involving people with disabilities, guidelines for disability service providers and Victorian Police 2018* to inform policy around mandatory reporting. More information about these processes is available [here](#)

Participants have the right to request access to their information and to ask for it to be corrected if necessary. Under the Freedom of Information Act, participants can make a request in writing to “All Walks of Life” to obtain documents from their files. Written requests are to be sent to the Director. Once we have received the request, we will:

- Make a written response within 14 days of receipt of the request.
- Within 30 days, we will inform the person of the decision on giving access. (Where we have to consult a third party, we may extend the time in which we make the decision by another 30 days).
- If we decide not to give access to the document that has been requested, we must identify the documents withheld, give written reasons for the decision and advise the person on their rights of appeal.

Employees

All Walks of Life respects the privacy of employee's personal information, and our commitment to you is demonstrated by utilising the same principles required by Australia's privacy legislation for dealing with participant information in the way we deal with your private information. This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without your written authority.

We will collect from you information, including personal details, banking information, emergency contact details, and other information relating to your employment with us. We will also keep records of

information obtained in the course of your employment, for example, payroll records and appraisals.

This information is strictly confidential and is only available to those authorised to have access, such as your manager, other senior staff and those required to perform the administration activities. We undertake that the information we receive will be kept confidential and will not be passed on to another party without your express permission or unless we are required to by law.

Where activities are outsourced by All Walks of Life, these companies are contractually bound to the same privacy levels we commit to you.

You may request access at any time to the information we hold about you, and you may check its accuracy and request modifications.

Mandatory Reporting

Under the APHRA Mandatory notifications about registered health practitioner guidelines, All Walks of Life and all employees are obliged by law to report on the following;

- impairment
- intoxication while practising
- significant departure from accepted professional standards
- sexual misconduct.

Further information regarding the reporting requirements and processes can be found [here](#)

Discipline under this Policy

Management of All Walks of Life has the responsibility of overseeing this policy. Supervisors and managers will ensure employees are compliant with all areas of this policy, including any disciplinary action resulting from non-compliance.