



## *Preston Neighbourhood House Inc.*

“Leading our community towards greater independence and quality of life.

**218 High St, Preston, 3072**

**Tel: 94845806 Fax: 94841604 Email:office@prestonhouse.org.au  
ABN 6680 185 7062**

## **PRIVACY & CONFIDENTIALITY**

### **1. AUTHORISATION**

The Preston Neighbourhood House Committee of Management adopted this policy for 2009.

### **2. REVIEW DATE**

**This policy shall be reviewed on or before December 2012**

### **3. SCOPE**

*To whom does this policy apply and when?*

- *Staff and tutors engaged in the daily business of Preston Neighbourhood House*

This policy is explained through:

- Continuous Improvement
- Enrolment
- Fees and Charges
- Records Management
- Equal Opportunities
- Charter of Human Rights

In addition, reference should be made to:

- Human Resource Management Policy
- Grievances, Complaints & Appeals
- Staff Induction

### **4. DEFINITIONS**

Words or phrases that are special to this policy or procedure, which might be unfamiliar or misinterpreted.

- This policy refers to the Rights and Responsibilities of all stakeholders engaged in the daily operations of Preston Neighbourhood House.
- It encourages tolerance and acceptance of diversity within our House community.

- It supports the Equal Opportunity and Non-discrimination policies of Preston Neighbourhood House.
- It acknowledges the role of Preston Neighbourhood House in supporting our learners and participants broaden their experiences.

***Reflected in this plan are the following fundamental beliefs:***

- We will be successful by understanding and being responsive to the needs of individuals, families and groups in our community.
- We recognize that effective community ownership and management of the organization will enhance our success.
- We are driven by the desire to achieve quality in all our services.
- We respect the dignity and recognize the merit of each member of our community and will ensure the house is free from discrimination on the grounds or race, religion, gender or disability.
- We are responsible for the safety of staff, volunteers and participants.

## **5. POLICY**

### **VALUES**

#### ***MISSION STATEMENT:***

***“Preston Neighbourhood House will encourage and support the local community to increase independence and quality of life by providing high quality, accessible programs and services promoting social interaction, mutual support and skill development”***

### **PURPOSE**

#### **New laws about Privacy**

From 21 December 2001, new privacy provisions in the Privacy Act 1988 affecting private sector organisations came into effect. The new provisions protect the privacy of personal information held by organizations, and regulated the way we collect, use, keep secure and disclose personal information

#### **Why do we ask you to provide personal information?**

We need to inform you that any personal information provided by you through our enrolment or employment processes, may be used primarily for administrative, reporting or statistical purposes.

## **6. PROCEDURES**

### **Management of personal information**

Your enrolment / employment details and thus any personal information contained therein, is securely stored in our files for a period of six years from the collection date. Six years after you cease contact with the Preston Neighbourhood House, all personal records files will be destroyed.

We are committed to taking reasonable steps to protect information from loss, misuse, unauthorized access, modification and disclosure. Further, security measures will be put in place to protect integrity, availability and confidentiality of information. Sensitive information, such as race, religion, sexual preference, criminal record or membership of groups may only be collected with the individuals consent.

### **Disclosing your personal information to other organisations**

There are a range of agencies to whom we may be required to provide personal information under certain conditions; the Australian Taxation Office & Superannuation bodies for employees, Commonwealth Bankcard services, our funding organisations, tutors, other Government Authorities such as Centrelink and our auditors. This will be in special circumstances required by law or by nature or our service agreements.

These guidelines sit along side existing protecting such as medical confidentiality and existing responsibilities to disclose information (e.g. mandatory reporting)

### **Contacting us about access and correction of personal information**

All staff, including Tutors and Volunteers will be made aware of this confidentiality policy and procedures. The Privacy Act gives you a right of access to personal information we hold; please contact us if you want to inspect, copy, update or correct it.

### ***Further Information***

Information about Privacy Act is available from the Office of Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au). If participants feel that information has been misused they may make a complaint following the grievance procedures of the Preston Neighbourhood House. If participants make a request for personal information or for further information concerning privacy, they should contact the House Coordinator.

## **7. IMPLEMENTATION SUPPORT**

### **7.1 COMMITTEE STRUCTURE**

It is the responsibility of the Committee of Management to ensure that all staff and users are aware of this policy and that it is implemented within the centre.

### **7.2 KEY RESPONSIBILITIES AND AUTHORITIES**

- \* The Manager will be responsible to work with staff to ensure this policy is implemented within the centre.
- \* The policy may be viewed in the centre's Policy Book.
- \* The Committee of Management must formally approve any alterations to this policy and set due dates for review.

## **8. EVALUATION**

- \* Is the policy being successfully implemented?
- \* Have any implementation issues occurred which need to be referred to C.O.M.



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*Learning Centre*

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