

PRIVACY and CONFIDENTIALITY POLICY

All Carers will be treated with respect and dignity
All Carers will be listened to with objectivity and sensitivity

All files relating to Carers will remain under the care of Northern Carers Network Inc.

1. Information will not be passed onto other services providers without permission of the Carer or a Legal requirement to do so.
2. Full verbal explanation will be given to a Carer before information is used.
3. All paper files containing personal information will be kept in a locked filing cabinet.
4. All electronic files will be kept on a secure Data Base.
5. Back up Data will be secured in a locked cupboard.
6. The Manager will decide files that have to be accessed by staff/management and to selected volunteers.
7. Staff, management and volunteers will ensure confidentiality of information at all times.
8. Interviews with Carers will be conducted in private and can be terminated by the Carer at any time.
9. Permission will be sought to take notes during interviews, any notes taken will be made available to the Carer for proof reading at the end of the interview.
10. Permission will be sought to take notes during telephone call, any notes taken will be read back to the Carer at the end of the telephone call and approved for correctness by the Carer.
11. Carers will be informed of their right to access personal information and will be assisted to do so
12. Inactive files will be destroyed after a period of seven years.
13. All existing and new staff/volunteers will be informed of all policies of the Northern Carers Network.

Rights

- You may see all of your personal information held by a HACCC program.
- You have the right to a legal guardian or advocate of your choice.
- You will be involved in decisions regarding the service that will be provided to you.
- You will be informed of the options available and any fees to be charged.
Changes to service provision will be negotiated with you.
- Services will be provided in a safe manner and with respect for your dignity and independence. Services will be responsive to your social, cultural and physical needs and will be provided without discrimination.
- Access to service will be decided on the basis of your need and the capacity of the program to meet that need. You will have the right to refuse a service without prejudicing future access to services.
- You have the right to express concern about the services you are receiving without fear of retribution. You may have an advocate to represent your interests. Your concerns will be dealt with fairly and promptly.
- Your right to confidentiality will be respected.
- Northern Carers Network Inc Staff and volunteers will not smoke in your home or at a centre where the services are provided.

Responsibilities

- You need to inform the Network if you will not be home or will not be able to attend a program.
- Respect the rights of other clients, staff and volunteers.
- Take responsibility for your own decisions.
- You are requested not to smoke while Northern Carers Network Inc Staff or Volunteers are in your home or at a venue.
- Inform program Staff of any risks that they may encounter when providing a service to you for a family member.
- Actively involved in the development of your individualised program of support.
- Inform the Network of any change in your personal circumstances.

Chairperson

Manager