

A15. PRIVACY AND CONFIDENTIALITY

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Home Care
Applies To:	Board, Management and Staff of all IAC Home Care Services
Date:	May 2014 (Review May 2017)

Background and Purpose

The IAC's Home Care policies articulate our aims, goals and philosophies in caring for our Elders. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that our Elders are afforded the best and most appropriate care and that we meet all of the requirements of the Department of Social Services.

Principle

The IAC recognises and understands that Elders may be reluctant to share their concerns for fear of the information being inappropriately shared and that for many Elders the concept of privacy relates to the notion of having their space and belongings respected.

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure privacy and confidentiality is maintained for each client and their family.

Our Commitment

The IAC will ensure that:

- personal information about Elders and their families is maintained and used in a secure and confidential manner
- identifying information about Elders and their families is protected from release
- management, staff and carers uphold Elder's right to confidentiality and privacy
- Elders have privacy in their personal space and that their belongings are safe and respected
- Elders' dignity is respected and maintained
- Elders approve any information that is shared with other service providers
- we seek feedback from clients in regard to our commitment to their privacy and confidentiality

COMPLIANCE

This policy complies with:

- The Aged Care Act 1997
- Community Care Common Standards
- Home Care Package Program Guidelines

REFERENCES

This policy should be read with:

- Community Care Common Standards - Standard 3 - Service User Rights and Responsibilities - 3.2 Privacy and Confidentiality
- HCPP Guidelines F - Rights and Responsibilities
- All Governance policies