

## Purpose:

To ensure that all information provided by users of the service and all records created as a result of contacts with the service are treated confidentially.

## Scope:

The policy applies to all staff of SHINE SA, any persons on secondment, visiting practitioners, course participants, students on placements, volunteers and all persons jointly providing services with SHINE SA staff to SHINE SA clients. The policy covers all SHINE SA activities both clinical and non-clinical.

## Responsibility:

All SHINE SA workers (see scope) are bound by this policy.

## Effective date:

This policy is effective from its approval date.

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## Policy:

- 1.1. Clients of the service have the right to disclose information about themselves on the basis that all such information will be treated confidentially.
- 1.2. SHINE SA will ensure that users of the service are assured of limited confidentiality. The exceptions to this practice will only be those resulting from certain legal requirements:
  - Mandatory Reporting of suspected child abuse and neglect
  - Reporting of notifiable infections or diseases
  - Subpoena of records by a Court of Lawor
  - If a SHINE SA worker believes that a client is at risk of harming themselves or others it may be necessary to give this information to another agency eg SA Police (SAPOL) or Mental Health Services. This is a Duty of Care issue rather than a legal issue and acknowledges SHINE SA's responsibilities in accordance with the SA Government's Information Sharing Guidelines as detailed in the SHINE SA Information Sharing procedure.
- 1.3. All information disclosed by or about clients will not be accessible to anyone, other than the client and appropriate SHINE SA service provider(s), without the client's (or their legal delegate's) express permission or in response to the circumstances listed above.
- 1.4. There is an obligation upon all persons to whom this policy applies to actively maintain confidentiality. In addition to the non-disclosure of client information, this means:
  - a Contract of Confidentiality will be signed by all staff on commencement of employment
  - matters relating to clients will only be discussed with other workers who have a professional interest or a professional responsibility
  - services are to be provided to clients in surroundings which ensure the privacy of communication
  - SHINE SA access to the contents of a client's record is restricted to those with a direct professional responsibility.

# Confidentiality

## Policy and procedure links

Associated documents and references.

Policy: [Privacy Framework](#)

Policy: [Client Rights & Responsibilities](#)

Policy: [Sexual Health Assessment and Care](#)

Procedure: [Code of Conduct](#)

Procedure: Information Sharing

Procedure: Reporting instances of child abuse

Procedure: [Guidelines for processing a subpoena for client health records](#)

Procedure: Accessing client information for research, insurance, quality assurance

Clinical Service Delivery Guidelines: Legal and Professional Issues

Approving Authority		
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<b>Endorsing committee:</b>	Executive Management Team	<b>Date: 17/09/2020</b>
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<b>Signature: See hard copy records</b>	<b>Position: CEO</b>	<b>Date: 17/09/2020</b>