Community Connections

POLICY & PROCEDURE

CONFIDENTIALTITY AND PRIVACY

POLICY

Community Connections will protect young people and families' rights to confidentiality and privacy, taking into account relevant privacy and other legislative requirements.

PROCEDURE

Privacy

Community Connections will ensure Workers take into account relevant privacy legislations through ongoing education of Workers e.g.:

- Providing an abridged form of privacy legislations in induction kit and on public display in Community Connections office.

Records

Community Connections will keep a record of work with young people and families on file at Community Connections Office. Files will be kept in a locked cabinet and password computer files. When young people and families exit Community Connections Service files will be retained in a locked cabinet for 7 years. In the cases of any records kept in regards to children, they are held until the child has reached aged 25 years old. After this period non-active files will be disposed of each June by the Team Leader. Disposal will be through a secure document disposal facility. The Team Leader will note disposals in their monthly compliance report.

Confidentiality

Community Connections model of confidentiality is:

1. Based on organisational confidentiality not case confidentiality ie (the relationship in regard to confidentiality is between the organisation, in this instance, referring to Community Connections staff) and the young people and families not the individual worker and young people and families.
2. Youth Support C workers within Community Connections will share confidentiality/personal information form (see Appendix I) and request young people to sign or give verbal consent which will be recorded on a case note.
3. Young people and families who access Community Connections will be informed of Community connections Confidentiality and Privacy Policy and Procedures during 'enquiry' with the worker and will be provided written information through the "What you need to know about Community Connections Document'.
4. Confidentiality may be breached in situations relating to danger, or risk to well being or safety, to the young people and families or others. Workers will inform the young

people and families of the breach preferably before it occurs and will let the Team Leader know.

5. If a Worker is unclear whether they should breach confidentiality or feels it is not appropriate to share the breach with young person or family then the Worker should seek Team leader or CLA Co-ordinator supervision if Team Leader not available. These instances should be recorded on young people and families file.

Clients Access

Community Connections young people and families can access files or allow others to access files with the approval of the Team Leader. The file will remain with Community Connections although young people and families can access copies of information's on file. Team Leader will be present during viewing of files and has the discretion to remove information if approved by CLA Co-ordinator. Information subject to removal could include:

- Creating a threat to client or others well being
- Breaches with others confidentiality