



TINGIM LAIP PROJECT

VOLUNTEER PRIVACY & CONFIDENTIALITY POLICY

1. POLICY AIM

The Tingim Laip Project Volunteer Privacy and Confidentiality Policy aims to support Tingim Laip volunteers:

- To protect personal information about the individuals and communities with which the project works
- To protect sensitive information about the project and partner organisations
- To Increase volunteer understanding of obligations in protecting the rights of all individuals, staff, volunteers, communities, stakeholders and friends of Tingim Laip

The commitment of Tingim Laip volunteers to a high standard of Privacy and Confidentiality is essential, to safeguard all individuals and promote greatest outcomes for the project. A Tingim Laip volunteer commitment to Privacy and Confidentiality must be maintained throughout the period of two years and following discontinuation with the project.

2. POLICY SCOPE

This policy applies to all volunteers of Tingim Laip and should be read with the:

- Volunteer Code of Conduct
- Volunteer Code of Confidentiality

3. POLICY STATEMENT

Tingim Laip volunteers do not disclose, directly or indirectly, private or personal information that is obtained during provision of service. This includes information about individuals, staff, communities, stakeholders and the organisation. Breaches to this obligation are breaches of confidentiality.

4. VOLUNTEER TRAINING AND INDUCTION FOR CONFIDENTIALITY

In order to ensure that all Tingim Laip volunteers are supported to understand obligations in confidentiality:

- Confidentiality training will be provided during Tingim Laip Volunteer Orientation
- All volunteers will have access to the Tingim Laip Volunteer Privacy and Confidentiality Policy
- All volunteers sign the Tingim Laip Volunteer Code of Confidentiality on commencement of service
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- Laip Volunteer Code of Conduct on commencement of service
- Breaches of Confidentiality are dealt with immediately and in an offence appropriate manner

5. TALKING TO CLIENTS ABOUT CONFIDENTIALITY

Tingim Laip volunteers should ensure all individuals and communities with whom the organisation works understand that personal and private information shared will remain confidential. Within the first three meetings with new individuals and communities, volunteers of Tingim Laip should explain that:

- Generally, no information about Tingim Laip clients is written down and if any private information is to be documented then permission will be requested first. The exception to this is Care Centre Sites that keep records of resident individuals.
- No private or personal information is shared with anyone outside of Tingim Laip unless this has been agreed to or has been specifically requested

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- All Tingim Laip volunteers sign a Confidentiality Agreement and understand the importance of privacy and confidentiality
- At times, Tingim Laip volunteers may discuss specific issues with each to work out the best ways to meet needs of individuals and communities. These conversations will not be held in public places and no names or identifying details will be used.
- Any exchange of information outside these conditions is deemed by Tingim Laip to be a breach of confidentiality and will be dealt with by the organisation in an offense appropriate manner
- Tingim Laip volunteers will always maintain privacy and confidentiality of individuals and communities with whom the project works and therefore will not disclose details of participants with any inquirers
- Tingim Laip will only share identifiable individual or community information with media if written consent has been obtained and approval received from the National Office
- Individuals and communities are encouraged to immediately report any suspected breach of privacy or confidentiality by a Tingim Laip volunteer, to a Tingim Laip Project Officer or Regional Staff.

6. CONFIDENTIALITY AT TINGIM LAIP OFFICES AND SITE COMMITTEE SPACES

- All visitors to Tingim Laip Offices or Site Committee Spaces should be accompanied and supervised at all times
- Private or personal conversations about individuals, communities, volunteers, staff and the organisation should never occur while visitors are present at Tingim Laip Offices or Site Committee Spaces
- Any personal or private information about individuals, communities, volunteers, staff and the organisation should be stored in a locked filing cabinet or on a user-locked computer (with password) at all times. This includes any registers, trainings, identifiable activity documents, case studies
- It is essential that written consent is always obtained by the Tingim Laip volunteer before documenting an individual's HIV status, sexual orientation, involvement in transactional sex or other private information.**

7. BREACHES OF PRIVACY AND CONFIDENTIALITY PROCESS

Confidentiality may be breached in many ways, some very obvious and some less so. Some examples are:

- Talking about, and identifying, a client in discussions with a friend, family member or stranger
- Identifying a client by their personal and/or physical characteristics, or where they live
- A volunteer identifying themselves as a Tingim Laip volunteer to a visitor during a home support visit
- Passing on client information to other service providers without the consent of the client.

Individuals and communities are encouraged to immediately report any suspected breach of privacy and confidentiality by a Tingim Laip volunteer. Complaints about confidentiality can be raised by telephoning the relevant Tingim Laip Project Officer or Regional Staff. The Tingim Laip Regional Coordinator will document the conversation, investigate the complaint and provide a finding to the complainant within 14 days.

8. VOLUNTEER SUPPORT AND DISCIPLINARY ACTION

Breaches of confidentiality are serious and therefore have significant implications for Tingim Laip volunteers. Formal disciplinary action will be taken for all breaches and the action will be the decision of

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Tingim Laip Management Staff. Disciplinary action can be remedial support and counselling to an individual volunteer through to dismissal. In some cases, legal action against individuals may also apply.