

VOLUNTEER INDUCTION PROGRAMME

CONFLICT OF INTEREST

2026/2027

POLICIES & PROCEEDURES - CONFIDENTIALITY POLICY

Purpose

The Claddagh Association Inc (the Association) is committed to protecting and securing the privacy and confidentiality of clients' personal information in compliance with the Privacy Act 1988. In particular, adherence to the national privacy principles in relation to collecting, using, disclosing, securing and allowing access to personal information.

In addition to this, the Association requires that all information regarding its operations, employees, volunteers and committee members is protected and the policy outlines below the acceptable use and disclosure of such information.

Scope

This policy applies to the Associations committee members, permanent and temporary employees and volunteers. This policy is binding even after separation of employment, resignation from the committee or resignation as a volunteer.

Policy

During the performance of duties committee members, employees and volunteers may have access to confidential and private information. Safeguarding confidentiality of clients, employees, volunteers and the association itself is paramount to upholding the objectives of the Association. As such, information will be accessed and used in the following way:

- No information will be disclosed outside the Association unless it is deemed necessary for legal reasons or for reasons outlined in Clause 4 of the Privacy Policy.
- The disclosure of information within the Association will be limited to those who are authorised and have legitimate cause to have access.
- Any information regarding the Association and its clients, employees, volunteers or activities will not be used for personal benefit.

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- Access to confidential information is limited to what is required for a committee member, employee or volunteer to efficiently perform a role or task.
- Confidential information should not be taken from the office unless it is necessary to support a client.
- Confidential information will not be left unattended or unlocked. All care should be taken when working with confidential information that it is out of sight of the public and or visitors to the office. Confidential information will be locked away when not in use and before leaving at the end of the day. Computer screens should face away from view of the public and visitors.
- Confidential information will not be left unattended in a motor vehicle.
- Unauthorised replication of confidential information is prohibited.
- Upon separation from the Association, all confidential information must be returned to the Coordinator and deleted from all personal electronic devices.

Warranted/Authorised Disclosure

Disclosure of client information may be necessary at times. The only circumstances where the disclosure of confidential and private information is warranted are:

- where there is a risk to the client. For example, if a client is assessed as being at risk of suicide, confidentiality will be broken, and emergency services will be notified immediately; or
- where there is a risk to others. For example, a client is threatening to harm someone.

Breach of the Confidentiality Policy

For the Association to meet its objectives, full confidentiality and privacy is imperative. Any breach of this policy will be dealt with under the Misconduct and Disciplinary Policy and may result in termination of employment or service.