



Date 29/1/2025

Confidentiality Policy

Purpose: To ensure that all sensitive information shared by clients, staff, and volunteers remains confidential, in alignment with Australian Fair Work practices and relevant privacy legislation.

Policy:

1. Confidentiality Agreements:

- All staff, volunteers, and contractors must sign a confidentiality agreement upon joining Shield and Rebuild.
- Breaches of confidentiality agreements may result in legal action or termination.

2. Handling of Confidential Information:

- Client records, reports, and communications must be securely stored and accessible only to authorized personnel.
- Digital records must be encrypted and protected by multi-factor authentication.
- Physical records must be stored in locked, access-controlled areas.

3. Disclosure of Information:

- Confidential information will not be disclosed without explicit consent from the client unless legally required (e.g., court orders, reporting of criminal activities, or mandated reporting for child protection).
- If disclosure is required by law, Shield and Rebuild will inform the client whenever possible before taking action.

4. Internal Confidentiality Procedures:

- Discussions regarding clients must take place in private, secure environments.
- Information must only be shared among staff on a strict need-to-know basis.
- Emails and digital communications containing confidential information must be securely transmitted and stored.

5. Breaches of Confidentiality:

- Any suspected breach of confidentiality must be reported immediately to management.
- A formal investigation will be conducted within 14 days of the report.
- Disciplinary actions for breaches may include formal warnings, suspension, termination, or legal consequences depending on the severity of the breach.

6. Training and Awareness:

- All staff and volunteers will undergo mandatory confidentiality and data protection training.
- Regular refresher training sessions will be conducted to reinforce the importance of confidentiality.

7. Complaints and Reporting:

- Clients, staff, and volunteers may report concerns about confidentiality breaches through the established grievance process.
- Reports can be made anonymously, and retaliation against whistleblowers is strictly prohibited.

This policy will be reviewed annually to ensure compliance with Australian Fair Work standards and privacy regulations.



SHIELD & REBUILD

FUTURES SECURED HOPE RESTORED