



Confidentiality in respect of Network Members

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Revision date	March, 2014	Responsibility for review and audit	Board of directors, StepIn

1. Introduction

Confidentiality refers to the limited use of information about network members that is obtained by StepIn employees and volunteers during the course of their work. In certain circumstances, there may be limits to confidentiality, for example, when safety or legal issues arise.

2. Guiding principles

The policy on confidentiality requires that:

- a.** people decide when to share personal information and with whom and in what circumstances the information should be shared.
- b.** StepIn has systems and processes in place to maintain the confidentiality of information.
- c.** Members give permission for information to be shared.
- d.** Members are fully informed about what information is released, to whom and for what purpose.
- e.** Members have easy access to the information held about them.

3. Consent and access to personal information

Written consent will be sought from members as to who has access to their personal information. Each file should have a list of the key people who, with the agreement of the member, may access personal information.

This consent should be reviewed at regular intervals and the signed consent placed on the member's file. Members will be supported by employees in order to ensure that they are giving informed consent.

Members have the right to access the information that is held and, where necessary, will be appropriately supported to read or hear the content of files.

No personal information relating to members will be visible in StepIn offices or in people's homes

4. Review

These guidelines will be reviewed at least every three years. An earlier review might be precipitated by changes to legislation, practice or in the light of an incident.

Confidentiality Policy signed and dated

Signed: _____

StepIn Chairperson

Date: _____