

Privacy Policy

Purpose

To articulate clearly the compliance policies of *Careline Connections* to the *Federal Government Privacy ACT 1988*, (as amended) and the *National Privacy Principles*.

General Guidelines

All client information will be handled in accordance to the requirements of the *Federal Privacy Act 1988* and the *National Privacy Principles*.

Personal information shall be collected from callers for the following three purposes:

- To enable appropriate follow-up of callers when needed to provide pastoral care or referrals;
- To collect statistics for Call Reports;
- To pass on information to the Prayer Team when prayer is requested;
- To provide information to other volunteers staffing telephones or Careline management for appropriately managing and responding to regular callers in the future.

Personal information provided by callers shall be regarded as personal and confidential. National Privacy Principles apply to all personal information provided by callers. This means:

Collection of Information

Careline will only ask for and collect information that is necessary for:

- the provision or quality improvement of the telephone service in order to provide the best possible service to the callers/clients, within professional and industry standards;
- for reasons related to the life and safety of the caller/client or a third party;
- to protect the safety and well being of Careline volunteer members;
- to inform Careline supervision, assessment and training;
- to support efficient and effective management of our service;
- to support strategic planning and service development.

De-identified and aggregated data on calls to Careline services may be used for internal and external research purposes that will guide service quality improvement and service development.

Disclosure of Information

Careline will only disclose personal information third parties if:

- the caller/client gives consent (whether express or implied);
- a caller is at imminent risk of injury or death by suicide;
- a caller makes specific threats to harm third parties;
- a caller is at imminent risk of injury or death by another person;
- there are reasonable grounds for believing that child abuse is occurring and/or where an intervention may be required to ensure a child's safety.
- there is a legal requirement to provide information (such as a subpoena);

- for the purposes of consultation, supervision, or debriefing by volunteers with other staff within Careline;
- for research purposes provided legal conditions are met.

Careline may disclose health information to a 'person responsible' for an individual (including a partner, family member, care, guardian or close friend) under certain circumstances if that individual is incapable of giving or communicating consent.

Careline will inform an individual of any changes to the information record maintained on that individual.

All requests for disclosure of personal information will be referred to the Careline Connections General Manager to comply with.

Non-Disclosure of Information

Careline will not disclose information where:

- such disclosure poses a threat to the life or health of the individual;
- it would have an impact upon the privacy of other individuals;
- it relates to existing or anticipated legal proceedings or to the current negotiations between the individual and Careline;
- it would impede or prejudice any investigation of unlawful activity or is likely to cause damage to the security of Australia;
- for direct marketing without the consent of the individual.

Protection of Information

Careline ensures that all personal information and records are protected from unauthorised disclosure or loss by permitting access to either electronic or hard copy information only to authorised personnel. All information will be maintained in a secure environment. Electronic and hard copies maintained about personal information will be kept separate to the main register.

Serious breaches of this policy may constitute grounds for instant dismissal.

The Privacy Policy is available upon request and is also available on Careline's web page at carelineconnections.org.au