

PRIVACY, DIGNITY AND CONFIDENTIALITY POLICY

Preamble

It is the right of every person to have privacy and be treated with respect and dignity. It is also each person's right to expect that any information he/she shares with another person is kept confidential unless he/she expresses an alternative wish.

Definitions

Privacy

For the purposes of WAMIAC, privacy is deemed to mean that any consumer who makes contact with the organisation for any purpose has the right to expect that his/her contact with the organisation will be kept private. In other words, no person or agency outside the WAMIAC should be informed that an individual has made contact with the WAMIAC without prior approval of the individual.

Dignity

Dignity is deemed to mean that every individual who comes into contact with WAMIAC for the purposes of obtaining services will be treated with respect. (See Code of conduct policy)

Whilst the WAMIAC can only provide services to those who have mental health issues, the illness will not be the focus but rather, the issues identified by the person.

Confidentiality

For the purposes of the services provided by WAMIAC, confidentiality is deemed to mean that no information about the individual or group will be conveyed to anyone other than the person/agency approved by the individual or group.

The only exception to the above is when the person is at risk, or there is a risk to others.

In situations where this occurs, the individual consumer should be informed of what information is going to be conveyed, to whom and

why. (An example of risk would be where the person is threatening suicide or threatening physical harm to another person).

Process for Maintenance of Privacy, Dignity & Confidentiality:

Each consumer or group of consumers should be given an outline role of WAMIAC (See WAMIAC brochure).

Advocates also have a responsibility to explain their role and responsibilities to the consumer or consumer group. (See Advocacy brochure)

As part of this process, the individual or group should be told of their right to privacy and confidentiality.

Each consumer or group should be given a copy of WAMIAC's Complaints policy and brochure on advocacy.

All information gathered as part of the individual, group or systemic advocacy process should be maintained using the advocacy notation forms and kept in the advocate's filing cabinet, which is to be locked when unattended.

No information is to be conveyed to persons outside the WAMIAC without prior verbal or written approval of the individual or group unless there is a risk to self or others.

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