



Home Assist Privacy and Confidentiality Policy

Document No:
A4602129

1.1 Objectives:

This policy aims to ensure Ipswich City Council Home Assist services are delivered in compliance with funding guidelines and program specifications outlined in Council's Service Agreements and Schedules with the relevant funding organisations.

1.2 Related Links:

- Service Funding Agreement between The State of Queensland through the Department of Communities, Child Safety and Disability Services and Ipswich City Council – Queensland Community Care (QCC) program
- Service Funding Agreement between The State of Queensland through the Department of Housing & Public Works and Ipswich City Council – Home Assist Secure (HAS) program
- Service Funding Agreement between The Commonwealth of Australia through the Department of Health and Ipswich City Council – Commonwealth Home Support Program (CHSP)
- Home Assist Secure Program Specifications
- Commonwealth Home Support Program Manual
- Queensland Community Care Program Manual
- Common Care Standards
- *Local Government Act 2009*
- Local Government Finance Standard 2005
- Ipswich City Council Social Justice Policy
- Queensland Housing Regulation 2003 (s17)
- *Local Government Act 2009*
- Local Government Finance Standard 2005
- National Privacy Principles (extracted from the *Privacy Act 1988*)
- Home Assist Client Privacy and Confidentiality Guidelines (Included in Client Handbook)
- Employee Code of Conduct
- Advance Ipswich
- Ipswich City Council Corporate Plan 2017-2022

1.3 Policy Statement:

Under the *Information Privacy Act 2009* Ipswich Home Assist may only use confidential information in the following circumstances:

- With consent
- To prevent imminent threat to life
- For the enforcement of criminal law
- For the purpose for which it was obtained
- Or as otherwise required by law

The Ipswich City Council's Home Assist Program:

- ensures that written consent is obtained to collect, store and release information on all service recipients
- Ensures that all service recipients are aware of the nature of information collected, stored and released
- Identifies who is eligible to view or receive information
- Provides advice on how the service recipient can access personal information, and how consent can be withdrawn

1.4 Scope

This policy applies to Home Assist services.

1.5 Roles and Responsibilities:

All Home Assist employees are responsible for understanding, implementing, maintaining and continuously improving privacy and confidentiality policy and procedure.

1.6 Policy Author:

The Manager, Community Engagement and the Home Assist Coordinator are responsible for reviewing this policy.

Date of Review: 19 January 2018

Date of Council Resolution: 24 May 2010

Date of Review: Committee Reference and Date: Policy and Administration Board No. 2010(04) of 11 May 2010 – City Management and Finance Committee No. 2010(05) of 18 May 2010 Council Ordinary Meeting of 24 May 2010

No. of Resolution: 6

Date to be reviewed: 19 January 2020