

Policy

Privacy

Cafs Philosophy

Cafs is here for those who need us. We are committed to providing an environment where all people, especially children and young people, are safe and feel safe and where their voices are heard about decisions that affect their lives. We are committed to ending family violence. We nurture a culture of inclusion and equity for all, and ensure we are a powerful platform and leader in their community for social change.

Purpose

This policy outlines how Cafs respects and protects the private information of its clients and their families, Cafs people, carers, volunteers, Board members, research subjects, donors, beneficiaries, or those that hold or apply for these positions.

Scope

This policy is Cafs wide, incorporating all Cafs people (staff, carers, volunteers and contractors), across all Cafs programs, departments and sites.

This policy applies to:

- all records, whether hard copy or electronic, containing personal and/or health information about individuals
- interviews or discussions of a sensitive personal nature, including face to face, over the phone and via video conferencing.

Policy Statement

Cafs is committed to protecting and upholding the right to privacy of clients, Cafs people, and representatives of agencies we deal with. In particular Cafs is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

Cafs requires Cafs people to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

Cafs will ensure:

- it only collects personal and health information that is necessary for the work of Cafs and with the consent of the person involved
- clients and Cafs people are provided with information about their rights regarding privacy
- clients and Cafs people are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature
- video conferencing platforms are used which protect the security and privacy of all parties and information involved
- legal and ethical obligations as an employer and service provider are met in relation to protecting the privacy of clients and Cafs people
- it complies with legislative requirements regarding information sharing
- it adheres to all requirements imposed under the [Privacy Amendment \(Notifiable Data Breaches\) Act 2017](#)
- mandatory privacy training is undertaken by all Cafs people, providing an understand of what is required in meeting privacy obligations
- the Cafs Information Privacy Statement (on the Cafs website and QMS) is kept up to date and available at all times.

This policy conforms to the *Australian Privacy Principles 2014* (as outlined in the [Privacy Act 1988 \(Cwth\)](#)), the *Victorian Information Privacy Principles* (as outlined in the [Privacy and Data Protection Act 2014 \(Vic\)](#)), and the *Health Privacy Principles* (outlined in the [Health Records Act 2001 \(VIC\)](#)) which govern the collection, use and storage of personal and health information. Cafs also follows the guidelines of the [Victorian Protective Data Security Framework 2018](#) in its information management practices.

More information

Staff members must read this policy in conjunction with the relevant sections of the [Privacy Manual](#).

Quality Document References:

[Cafs Definitions & Acronyms](#): Manual -Quality & Compliance

[Privacy](#): Manual -Quality & Compliance