Review Date
30/10/2027

Little Petal
Your Family Support Team

Privacy and Confidentiality Policy

Purpose

Little Petal is committed to protecting the privacy, dignity, confidentiality, and personal information of participants, children, young people, adults, families, carers, workers, contractors, volunteers, and stakeholders.

The organisation recognises that individuals have the right to expect that personal and sensitive information will be collected, used, stored, accessed, and disclosed lawfully, respectfully, securely, and only for legitimate service delivery, safeguarding, operational, or legal purposes.

Little Petal complies with applicable privacy legislation, including the Australian Privacy Principles contained within the Privacy Act 1988 (Cth), together with other relevant legislative, regulatory, contractual, safeguarding, and professional obligations.

Scope

This policy applies to all employees, contractors, students, volunteers, leaders, and service representatives engaged by Little Petal across all service types and enviroments.

Policy Statement

Little Petal maintains information management practices designed to ensure personal information is collected, stored, accessed, used, shared, retained, and disposed of appropriately.

The organisation is committed to protecting confidential information and ensuring that access is limited to authorised persons who require information to perform their role, support participants, meet legal obligations, or maintain safe and effective service delivery.

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Collection of Information

Little Petal may collect personal and sensitive information necessary to:

- Deliver services and supports
- Complete enrolment and intake processes
- Develop support plans and safeguarding plans
- Coordinate services with consent
- Meet legal and regulatory obligations
- Respond to incidents and emergencies
- Support participant safety and wellbeing
- Maintain organisational records

Information may be collected directly from participants, families, carers, authorised representatives, service, agreements, referral, sources, government, agencies, professionals, and other relevent stakeholders.

Use of Information

Personal information will only be used for purposes that are directly related to service legal delivery, participant, wellbeing, organisational, operations, safeguarding, obligations, or purposes authorised by the individual.

Information is managed in a manner that respects participant rights, dignity, privacy, and confidentiality.

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Disclosure of Information

Little Petal will only disclose personal information:

- With appropriate consent;
- Where required or authorised by law;
- To prevent or lessen a serious threat to health, safety, or wellbeing;
- To meet safeguarding or mandatory reporting obligations;
- To comply with court orders, statutory requirements, or regulatory obligations;
- To support coordinated service delivery where appropriate.

Information sharing will be limited to what is reasonably necessary for the intended purpose.

Access to Information

Participants and authorised representatives may request access to, correction of, or updates to their personal information in accordance with applicable privacy legislation and organisational procedures.

Requests will be considered respectfully, promptly, and in accordance with legal requirements.

Confidentiality

Workers must maintain the confidentiality of information obtained through their role and must not access, discuss, share, or disclose information unless authorised to do so or required by law.

Confidential information must not be discussed in public settings, shared with unauthorised persons, or accessed for reasons unrelated to service delivery or organisational responsibilities.

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Information Security

Little Petal maintains physical, electronic, and administrative safeguards designed to protect information from loss, misuse, unauthorised access, alteration, disclosure, or destruction.

Security measures may include:

- Password protection
- Secure electronic systems
- Restricted access permissions
- Secure storage practices
- Secure disposal processes
- Mobile device security measures
- Data breach response processes

All workers are expected to take reasonable steps to protect information and maintain confidentiality.

Privacy Breaches

Actual or suspected privacy breaches, information security incidents, unauthorised disclosures, lost devices, or unauthorised access to information must be reported immediately to leadership and managed in accordance with organisational incident management processes.

Complaints

Individuals who have concerns regarding privacy, confidentiality, or information management practices may raise concerns through Little Petal's Complaints and Feedback Policy.
Complaints will be reviewed promptly, respectfully, and confidentially.

Workers Responsibilities

Workers are responsible for:

- Protecting confidential information;
- Following privacy and information management requirements;
- Obtaining and respecting consent where required;
- Maintaining secure records;
- Reporting privacy concerns and breaches;
- Participating in training and supervision relating to privacy and confidentiality.

Leadership Responsibilities

Leadership is responsible for:

- Maintaining privacy and confidentiality systems;
- Supporting compliance with privacy obligations;
- Responding to privacy breaches and concerns;
- Monitoring information security practices;
- Supporting workforce understanding of privacy responsibilities;
- Promoting continuous improvement in information management practices.

Related Documents

- Consent and Information Sharing Policy
- Mobile Devices and Information Security
- Policy Incident Management Policy
- Complaints and Feedback Policy
- Risk Management Policy
- Child Protection and Mandatory Reporting
- Policy Child Safe Environments and Safeguarding Policy
- Service Agreements
- Participant Enrolment and Consent Forms