



Multicultural Women's  
Health Services

## **CONFIDENTIALITY POLICY**

Confidentiality is an integral part of the Centre's work with consumers. It is paramount to development of trust and essential to maintaining an effective support role with clients.

The Centre will ensure that information it collects and holds in regard to a client is:

- Necessary, factual and relevant to the reasons the client has come to the service.
- Explained and available to the client.
- Treated with respect and stored securely.
- Not disclosed to any other person without the client's consent, unless permitted or required to do so by law.
- Only divulged to other staff and Board of Management members when it can be shown necessary to enable them to perform their duties.
- Protected - when communicating this information to a person who is authorised, this is done in a manner and place that minimises the risk of the information being communicated to other persons.

It is a condition of employment that staff must maintain confidentiality of client and Centre information.

It is a condition of membership that Board of Management Members must maintain confidentiality of client and Centre Information.

It is a condition of placement that students must maintain confidentiality of client and Centre information.

Breach of confidentiality will result in dismissal of the staff/student/member concerned.

If a client is not happy with the services received at Ishar, they need to make a complaint in writing and address this to the Chief Executive Officer.

If the client is unable to put this in writing, they need to book an appointment with the Reception to speak to the Chief Executive Officer. However, the client should be aware that all discussions will be recorded in writing.