



countryhope

CONFIDENTIALITY AGREEMENT

Country Hope depends on having good working relationships with our families, community partners, supporters, employees, and volunteers, to ensure ongoing support. Confidentiality in all our dealings must be respected, and care must be taken to ensure that we are seen to be protecting the privacy of our families within the community. Building and maintaining relationships of mutual trust is dependent on all Country Hope staff, board members, and volunteers understanding the need for, and respecting the privacy of families.

We also have a legal obligation to protect the privacy of our service users and any other individual associated with Country Hope. Therefore, employees and volunteers of Country Hope are requested to respect the confidentiality of information accessed through Country Hope's programmes such as camps, meetings, conversations, records, or files, particularly in relation to:

- client identity, personal contact details and case histories
- personal details, information, and files

Confidentiality Guidelines

- All personal information is confidential. This includes such information as marital or relational status, sexual orientation, medical information, or any other personal information. Regardless of your experience of any individual's comfort with the common knowledge of any of their personal information, this should never be repeated to anyone by you without that person's consent. Confidentiality restrictions apply even after you've left the organisation. Our confidentiality agreement extends not only for the duration of time you are working or volunteering, but also continues indefinitely once the relationship with our organisation ends.
- Do not discuss confidential information with family or friends. It is never acceptable to discuss confidential information with your family or friends. Information about a client, even if not specified by the client, should not be disclosed to family members or friends.
- No public discussion or identification of confidential information. Employees should avoid discussing client's names and/or circumstances in public places such as elevators, restaurants, etc.

I also undertake to:

- Access information held by Country Hope only when necessary to the performance of my assigned duties
- Make copies of restricted information only when necessary to the performance of my assigned duties
- Oversee the storage and handling of restricted information to minimise the risk of its diversion into unauthorised channels
- Take reasonable care to properly secure confidential information on my computer and phone and will take steps to ensure that others cannot view or access such information
- Not disclose my personal password(s) to anyone without the express written permission of the General Manager, or record or post it in an accessible location, and will refrain from performing any tasks using another's password; and
- Notify the General Manager if I have reason to believe that my access codes and passwords have been compromised

DECLARATION AND SIGNATURE

I _____ a Country Hope _____
PRINT NAME *Indicate: Employee or Volunteer*

- agree that I will comply with the organisation's Confidentiality Guidelines.
- I understand that this includes the obligation to treat all personal information pertaining to clients, staff and employees of Country Hope, and all data gathered by Country Hope in a strictly confidential manner.
- I understand that I must not divulge any of Country Hope's financial information.
- I will not discuss such information outside of appropriate meetings, publish any data, nor release information to persons other than those authorised to receive information.
- I understand that this confidentiality requirement extends not only to the duration of my involvement with the organisation, but also continues indefinitely once my relationship with Country Hope has ceased.

Signature : _____ Date : _____ / _____ / _____

