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# P2P Confidentiality

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In order to provide an appropriate and responsive service, P2P requires personal information from participants and those who support them, In recognising every person's right to privacy, dignity, and confidentiality in all aspects of their life, P2P will maintain and manage such information in a private and confidential manner.

It is recognised that there may be occasions when other personnel within the Organisation may overhear or catch sight of confidential information about a person. In this event it is essential and expected that confidentiality be observed and maintained.

## Personal Files

P2P shall ensure:

- All personal files are confidential and shall not to be accessed without cause;
- Personal information is current and correct;
- Personal information is not shared without written consent or legislative authority.

P2P website outlines service user rights and responsibilities, including information about their right to:

- Be respected and treated as an individual;
- Have their personal information remain private and confidential, and be accessible;
- Be asked permission before photographs are taken, or personal information is shared, and that all material is of a positive nature;
- Be assured that confidential records and files are securely stored and routinely backed up.

## Confidentiality of Information

P2P's Organisational belief is that every person has the right to live free from the fear of abuse, injury or neglect. P2P recognises the need to prevent and respond to abuse, assault or neglect of any child or adult with or without a disability. Personnel have a duty of care, with regard to the protection of legal and human rights and freedom from abuse and neglect.

## When Public Disclosure of Records Is Allowed

Under most circumstances, confidential information and personal records may not be disclosed to the public. Disclosure of information is allowed in cases in which abuse or neglect of a child or person who is vulnerable can reasonably be suspected. In this event, there is an obligation to release information to relevant parties. This will occur with or without written consent.

P2P may have an obligation to share information about suspected abuse, neglect or assault with other services to enable appropriate authorities to carry out an investigation (for instance Department of Child Safety, Police etc), or to improve their knowledge of the situation.

In the event of a disclosure of risk to self or others, confidentiality agreements no longer apply.