

ACCESS TO CONFIDENTIAL INFORMATION

Policy statement

Orange Health is committed to transparency in its operations and to ensuring it is open to public scrutiny. It must also balance this with upholding the rights of individuals to privacy and of the organisation to confidentiality on sensitive corporate matters.

Orange Health will prevent unauthorised persons gaining access to an individual's confidential records and permit individuals access to their own records when this is reasonable and appropriate.

Accordingly, access to some Orange Health documents and records will be limited to specified individuals and not be available to others for viewing.

This policy applies to the internal records, client records and unpublished materials of Orange Health.

Procedures

Client records

Client records will be confidential to clients and to authorised Orange Health personnel.

Information about clients may only be made available to other parties with the consent of the client, or in the case of criminal investigation released to the relevant authorities.

All client records will be controlled securely in the organisation's Filing System or Client Management System and updated, archived and destroyed according to the organisation's Information Management Policy and Procedure.

Orange Health client records

A list of current Orange Health clients will be available on request to Managers. Personal information about clients (including address and contact details) is confidential and may only be accessed by Managers.

Personnel files

A personnel file is held for each staff member and contains:

- contact details and contact details in case of an emergency
- a copy of the employee's application form and contract
- all correspondence relating to job description changes, salary changes, leave entitlements such as long service leave, continuous service leave, unpaid and parental leave.

Access to personnel information is restricted to:

- the individual staff member accessing their own file
- the Managers

Corporate records

Corporate records are those that contain confidential or commercially sensitive information about the organisation's business. They include:

- The financial accounts and records
- Taxation records
- Corporate correspondence with regulatory authorities
- The corporate key and other access or user name information
- Records of staff or other internal meetings
- Project management files
- Contracts between the organisation and other parties

Access to these records is limited to the Managers and nominated person/s.

Requests for access – general records

All records and materials not falling into the categories above may be released to the public at the discretion of the CEO and Director.

Any request for access to information should be directed to the CEO, who will:

- make available to staff information that they are entitled to access
- refer any request from Orange Health clients or the public for access to the organisation's records or materials to Managers.

In considering a request, the CEO or Director will take into consideration:

- a general presumption in favour of transparency
- the business, legal, and administrative interests of Orange Health, including commercial confidentiality and privacy obligations.

Where an external party requests access to information that requires staff to devote time to collating, copying or otherwise making material accessible, the CEO may determine a fee to be charged.

Requests for access - client records

All clients have the right to access their records and advise the organisation about inaccuracies.

Clients will be informed about their right to access records containing personal information about themselves and how they can request this. Client requests to access files will be recorded.

Fair and appropriate decisions will be made about permitting or refusing access to personal information.

Access may be provided for clients or former clients to access their own confidential information.

Clients refused access to personal information will be advised how to appeal (if appropriate).

Clients will be enabled to change records they believe to be inaccurate or misrepresenting, when appropriate.

Requests for information about clients from outside agencies or individuals will be referred to the CEO or relevant manager. Before any information is released, the CEO, or delegate, will contact the client concerned to obtain consent. In the case of criminal investigation information may be released to the relevant authorities.

Appeals

Individuals who are refused access to their own records or information files may appeal by contacting the CEO who will review the decision in the context of this policy.

Approvals

Date of approval: 3 March 2021

Date of review: 3 March 2021

Signature of CEO:

A handwritten signature in black ink, appearing to be "A. Smith", written over a light blue horizontal line.