



Volunteer: Confidentiality Policy

Background

At times Transcend volunteers will have access to private and confidential information. It is important therefore that volunteers, are respectful of this information and that they are aware of their responsibilities in relation to issues such as confidentiality and cultural sensitivity.

Purpose

This policy aims to ensure that all volunteers understand their responsibility with regards to any confidential information they receive about individuals or the organisation as a result of volunteering for Transcend Australia. It is also to communicate Transcend Australia's commitment to the confidentiality of any information provided to Transcend by volunteers.

Scope

Transcend Australia volunteers and Transcend Australia

Transcend has a responsibility to:

- Protect the confidentiality of personal information relating to volunteers.
- Ensure volunteers understand their requirements and responsibilities in relation to observing the confidentiality of information and privacy of clients.
- Ensure volunteers are made aware of their responsibilities via the volunteer induction process and sign the Consent to Obtain Personal Information Form – 007, Consent to use Personal Images Agreement Form – 008 and the Privacy and Confidentiality Agreement Form – 009, (where relevant to tasks).
- Provide training if relevant to role.

Volunteers have a responsibility to:

- Use information gained in the course of their volunteer work with sensitivity and discretion.
- Read, sign and abide by the forementioned agreement and consent forms.
- Observe confidentiality and privacy requirements as indicated in this Confidentiality Policy.

Document History

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Chair's signature: