

Telephone Confidentiality

Policy

The confidentiality of residents, clients and staff must be safeguarded at all times and with the utmost respect for the person.

Procedure regarding Clients

Do not disclose whether a person is known to us or not.

Messages will be taken on the understanding that they will be passed on to the person if they are in contact with the service.

When people identify themselves as service providers, e.g. Police, Centrelink, Solicitors etc. take the relevant particulars and return the call, unless the voice is recognised, in order to further safeguard confidentiality.

No information is to be shared with people outside of the service without the written consent of the client, excepting in conditions of clear and present danger.

Care must be taken to pass on messages to the relevant person.

Procedure for Shelter:

Shelter telephone numbers, both in the units and office, are silent. Staff are not permitted to divulge these numbers to anyone, including residents, without prior permission of the Co-ordinator.

It may be necessary for staff to inform clients ringing the office of the following:

- 1800 numbers do not show on the telephone account but STD numbers do
- the redial number on the telephone can be pressed to see what the last call was
- some telephone handsets display the telephone number of the person who has called on a screen
- some telephone systems can tell the telephone number of the most recent unanswered caller. If there are people or agencies you do not want your partner to know are contacting you, inform them about this and suggest they contact their telephone company to have their telephone number blocked.

