

The Buoyancy Foundation of Victoria Inc.

Quality Management System

7.5.2 Privacy and confidentiality

The Buoyancy Foundation regards privacy and confidentiality as critical to fulfilling its purpose, to relieve suffering caused by drugs, and its mission, to provide opportunities for self-expression and contribution. For participants to benefit from our service, they must be comfortable, free and secure when attending at Buoyancy. There are also legal requirements with regard to privacy.

Buoyancy has two major policies:

1. Unless the client has given us written permission, we never (i.e. either now or at anytime in the future in any context) confirm or deny that a particular person is or is not, or has or has not been, a client at Buoyancy.
2. Unless a client gives us written permission, we never (i.e. either now or at anytime in the future in any context) give anyone else any personal information about a client of Buoyancy.

Staff shall be particularly vigilant when answering telephone enquiries about Buoyancy clients, e.g. a third person letting us know that a client will be late, or passing on a message that a client will miss an appointment. Staff shall not confirm or deny that the person referred to is or is not a client at Buoyancy.

[end]