



Glen Innes Severn Council Volunteer Confidentiality Agreement

In the course of your volunteer duties with Council you may have access to personal or confidential information. This could include:

- Information about other people (including their names), in receipt of services from or connected with Glen Innes Severn Council;
- Information about other volunteers, such as their contact details or where they live (which can't be shared without their prior consent); and
- Information relating to Council business such as a funding application or other plans that you are made aware of through your volunteer role.

This information must not be disclosed to or discussed with any other consumers, family, friends or community members.

Confidentiality exists between Council and the consumer. If a customer/consumer discloses /advises of intent to, disclose confidential information to volunteers they must advise that they will need to pass it on to the supervisor, then document the information and pass on promptly. This and any other information gained in the course of their volunteering must not be disclosed to anyone else by the volunteer.

Any information and/or photos must not be shared on any form of social media without the appropriate consent of the person and/or their parent (where applicable) in consultation with the relevant Council staff.

Any concerns you have or relevant information you receive in the course of your work must be referred to the relevant Council staff.

A proven breach of confidentiality is a serious betrayal of trust and may lead to disciplinary action and in some cases dismissal.

In signing this agreement you acknowledge that you understand your obligation to maintain confidentiality and you agree that you will not obtain, use or disclose information in any way which is contrary to the conditions set out above.

I (please print your name) _____ have read the above information, accept the conditions as set out in the agreement and agree to be bound by them.

Signature of Volunteer: _____ Date: _____

Signature of Council Staff: _____ Date: _____

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Related Documents: Volunteer Policy, Volunteer Handbook, Volunteer Role Description			