

## WORKSKILLS & PERFORMANCE COURSES

# CLIENT CONFIDENTIALITY, CONSENT, RECORDS & ETHICS

### Course overview

This training program will improve participants' knowledge and skill in managing and responding to client confidentiality, consent and privacy issues, including; specific ethical dilemmas and legal issues which can arise within your work context and roles.

### Who will benefit from this course?

All staff, including reception, frontline staff, service providers, support staff, volunteers, supervisors, team leaders and senior managers.

**DURATION:** ½ or 1 day option

**FEE:** Varies depending on venue, sector, numbers & service provided

**IN-HOUSE TRAINING:** By arrangement with your organisation

**CUSTOMISED TRAINING:** To meet the specific requirements of your service and sector

**VENUE:** Available **Australia-wide including remote & regional areas**

Discounts for NGOs

### Course content

- Understand the legislation governing client confidentiality, privacy, consent, and records.
- Understand the organisational policies and professional standards applicable to specific roles and organisational contexts.
- Develop client confidentiality agreements and communicate client rights and consent issues, ensuring consistency of practices across all staff and volunteers.
- Identify the limits and exceptions to the rule of client confidentiality and privacy, record keeping and release of records, and appropriate communication processes to inform the client of these limitations.
- Respond to requests for access to records, informing the client of type and use of information collected, client access rights and release of or use of information.
- Manage challenges arising maintaining confidentiality within your work role, community or specific context.
- Ensure client records are accurate and professionally written and meet with professional, legal and organisational requirements.
- Understanding staff and volunteer legal, organisational and professional obligations, and related risks to the client, the worker and the organisation when breaches or unprofessional practices occur.
- Develop best practice systems to maintain confidentiality, ethical standards and privacy, and strategies to mitigate risks arising through the use of technology, social media and email..
- Strategies to manage common confidentiality and ethical dilemmas arising in social interactions, peer and community support roles etc.
- Practice the key communication skills required to manage challenging ethical issues and dilemmas within your work context.
- Receive coaching and feedback in a highly interactive training group.

### Contact us for an obligation free quote!

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