



Listowel Family Resource Centre



Listowel Family Resource Centre Confidentiality Policy

Policy

Openness and transparency is an integral part of the philosophy of Listowel Family Resource Centre. We believe in giving the community a full and honest account of the work that the Centre is doing, getting the community involved and encouraging participation in the activities of the Centre.

However, there are particular issues that should remain confidential and misunderstandings and a lack of clarity about what should be confidential can cause significant problems. It is important that everyone involved in the Centre, including the Voluntary Board of Directors, staff, sub-committees and working groups, are aware of what issues are confidential and are familiar with this Confidentiality Policy.

It is the policy of this Centre to keep all personal information about people who engage with the Centre confidential. The only exceptions to this may be when there is a breach of the law or when a child protection concern arises and the Child Protection Policy and Procedures should be referred to.

Management Committee Meetings

Many details in relation to the business of Listowel FRC should remain confidential unless otherwise agreed by staff and the Voluntary Board of Directors. Most of the business of the Centre takes place at monthly Board meetings. At such meetings it is advised that the following remain confidential:

- Discussions or questions around issues that concern the Centre that are awaiting a decision / endorsement by the Voluntary Board of Directors;



Listowel Family Resource Centre



- Negotiations relating to the work of the Centre e.g. lease arrangements, Centre finances, funding applications etc;
- Individual statements or opinions that are expressed during meetings. The group decision can be minuted and reported – not the preceding discussion;
- Information – relating to groups or individuals in the area – that is not already in the public arena.

Employment Issues

Any issues concerning employment within the Centre are confidential including:

- Salaries and / or salary scales;
- Disciplinary, grievance and / or complaints issues;
- Personal difficulties that either Directors, members or staff or volunteers may be experiencing;
- Any information, other than the information that the Voluntary Board of Directors has agreed to post to candidates, as part of the recruitment process.

Communications

- Any internal difficulties within the Centre should remain strictly confidential including:
 - Tensions in staff / management relations;
 - Disagreements or difficulties between individuals within the Centre – members of the Voluntary Board of Directors, other volunteers or staff;
 - Interpersonal difficulties and / or line management problems between staff members;
 - Personal information on staff, members of the Board or other volunteers;



Listowel Family Resource Centre



- Information staff / management may have in relation to individuals, groups and / or families that the Centre works with.
 - All documentation prepared by an employee during the course of his/her work is the sole property of the Centre;
 - Employees are also required and expected to maintain this standard of confidentiality when they leave employment with Listowel FRC;
 - Members of the Staff Liaison sub-group will discuss with staff and agree with them the boundaries of confidentiality and the limits to confidentiality of information disclosed during staff support and supervision sessions and staff appraisal meetings.

Data

- All information and documentation (files and communications) you come in contact with in the course of your employment or voluntary work with Listowel FRC or as a result of your participation on the Voluntary Board of Directors is to be treated in the strictest confidence. During the course of your employment or voluntary work or subsequently, this should never be disclosed to any third party;
- Use of the company's IT and electronic communications and the information therein should be in line with the Centre's IT policy;
- Electronic communications may be monitored in order to prevent abuse of Company policy;
- The presumption is that all communications are confidential and for internal use only unless it is clear from their content that they are intended for distribution to persons outside of Listowel FRC.

Other Issues

The following guidelines should be employed if there is confusion about the confidentiality of a specific issue by the Centre:

Date: 16/03/2018

Issued By: Collette O'Connor

Revision: 1



Listowel Family Resource Centre



1. If a particular item is deemed confidential – this should be clearly stated at the meeting and it is the responsibility of the chairperson or facilitator to ensure that everyone is aware of this;
2. If a Director, member of a sub-committee or working group, volunteer or staff member wants a particular issue / concern to remain confidential they should raise this when the group is meeting and get clarification and / or agreement on it;
3. Even when an item is confidential – minutes should always be taken at the meeting and the records kept in a 'safe' place.

All new members of the Centre, including Board members, volunteers or members of staff, should be aware of the existence of this policy and given a copy for their own records.

Review

This policy will be reviewed in 3 years or sooner should circumstances change

This Policy was adopted at a meeting of Listowel Family Resource Centre Ltd by the Management Committee on: _____

Signed: _____

I have read fully and am willing to abide by the details of this Confidentiality policy:

Signed:

Date: