



# Ballina Westside Community Church

Christians sharing hope and peace through Jesus Christ

## ***Dealing with Complaints or Incidents Policy***

Ballina Westside Community Church (BWCC) values the privacy obligations, and respects the privacy rights of children as well as those people who provide information. Because of the sensitive nature of personal information, Ballina Westside Community Church has established policies and procedures that provide safeguards regarding the collection, use and disclosure of sensitive information. Any sensitive and/or confidential information will be kept in a secure manner.

The *Privacy and Personal Information Protection Act 1998* suggests you can protect an individual's information by:

1. Ensuring personal information is collected in the correct manner and for a specific purpose (e.g. the Working With Children Check and Referee check)
2. Asking permission prior to obtaining personal information
3. Storing personal information securely
4. Ensuring personal information can only be accessed by authorised person
5. Having a Policy in place outlining when personal information needs to be accessed
6. Ensuring personal records aren't altered or forged
7. Checking the accuracy of information provided
8. Having a Policy in place for disclosing information to others

To avoid confusion and maintain confidentiality, everyone, including children, should be made aware of the need to report serious matters involving child protection to external authorities. You cannot promise confidentiality in these matters; however, you must assure privacy in handling the matter and that only those who need to know will be advised.

### **Volunteer/Employee Acknowledgement**

I acknowledge:

- receiving the Complaints & Incidents Policy
- that I have had an opportunity to ask questions
- that I should comply with the Policy; and
- that there may be disciplinary consequences if I fail to comply, which may result in the suspension of my participation.

Your name: \_\_\_\_\_

Your signature: \_\_\_\_\_

Date: \_\_\_\_\_