

KNOCK CHILD CONTACT CENTRE

CONFIDENTIALITY POLICY

The Knock Child Contact Centre recognises that the contact process requires explicit confidentiality which all Child Contact Centre workers are obliged to observe. Therefore, we will ensure that:

1. Volunteers undertake not to discuss or disclose any details relating to a family outside of the Child Contact Centre.
2. Volunteers do not make verbal or written reports in any family proceedings.
3. The dates and times of a family's attendance will be made available to referring agencies upon request. No other information will be released unless a) a child is felt to be at risk of harm either inside or outside of the Child Contact Centre b) anyone using the Child Contact Centre or a volunteer or staff member is at risk from physical violence.
4. A parent's details such as his/her address and telephone number will not be passed to any other person or agency without their permission. The only exceptions to this will be if a) a child is felt to be at risk of harm or b) anyone using the Child Contact Centre or a volunteer or staff member is at risk of violence.
5. Unless there is an agreement which allows them to do otherwise, solicitors, social workers or any other individual or agency will not be allowed to carry out family assessment on Child Contact Centre premises.
6. All potential volunteers must have a Criminal Records check. The results of this check will be made available to the Co-ordinator and the Chair of the Management Committee. The form will then be destroyed and no copies of it will be retained.
7. All information relating to families and volunteers will be kept in a secure place at all times.
8. All information relating to families and volunteers which has not been used for three years will be treated as confidential waste and disposed of as such.
9. Child Contact Centre users, referrers, volunteers and staff will all be aware of the existence of this policy and have access to it upon request.
10. This policy will be reviewed annually and updated as required.

Confidentiality issues will be overridden by the need to act for the welfare of the child.