



Members' right to Confidentiality and Gateway into the Community's Staff and Volunteers

As a member of Gateway into the Community, you might find that you want to talk to the staff and volunteers there about any worries or problems you might have.

The staff and volunteers can offer information, advice or support if you want, or just someone to talk to. You can always ask to go somewhere quieter to talk if you want.

Sometimes staff and volunteers might share concerns about members with each other – this can be quite helpful, for example if someone has a problem but the person they normally talk to is not available at that time. If you don't want us to do this we won't – just tell the person you are talking to that you don't want stuff passed on.

The only time the staff and volunteers have to pass on information is if they think you or someone else is in danger, and then they would tell Julia as she is the Chief Executive. Julia would then decide whether she would need to take the information to anyone else, but she would make sure to involve you in all the decisions that need to be made and to do what you wanted as far as possible.

Understanding confidentiality can be quite complicated, so if you have any questions or worries about it, please feel free to ask Julia or one of the staff to help you understand.

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