



Privacy and Dignity Policy

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| Approved By: | Tony O'Connell |
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Contents

| | |
|---|---|
| 1. Purpose/Scope | 3 |
| 2. Policy | 3 |
| 3. Third Parties | 3 |
| 4. Disclosure of Personal Information | 4 |
| 5. Security and Destruction of Personal Information | 4 |
| 6. Access to Personal Information | 4 |
| 7. Maintaining the Quality of Personal Information..... | 5 |
| 8. Privacy Policy Complaints and Enquires | 5 |
| 9. Review of Policy | 5 |

1. Purpose/Scope

To ensure Relative Care Home Support Services provides our participants with access and supports that respect and protect their dignity and right to privacy.

This policy applies to all participants and staff of Relative Care Home Support Services and other service agency representatives.

2. Policy

Relative Care Home Support Services is committed to protecting and upholding the participants rights to privacy and dignity as we collect, store and handle information about them, their needs and the services provided to them.

Relative Care Home Support Services requires staff and management to be considered and consistent when writing and handling documents regarding a participant and when deciding who has access to this information.

Relative Care Home Support Services is subject to NDIS Quality and Safeguards Commission rules and regulations. Relative Care Home Support Services will follow the guidelines of the Australian Privacy Principles in its information management practices.

Relative Care Home Support Services will advise each participant of our Privacy and Dignity Policy using the language, mode of communication and terms that the participant is most likely to understand (Easy Read documents are made available to participants).

Relative Care Home Support Services will ensure each participant understands and agrees to what personal information will be collected, and why, including recorded material in audio and/or visual format.

Relative Care Home Support Services will ensure that:

- It meets its legal and ethical obligations as an employer and service provider concerning the protection of the privacy of participants and staff.
- Participants are provided with information about their rights regarding privacy and confidentiality
- Participants are provided with privacy and confidentiality when they are discussing matters of a personal or sensitive nature.
- All staff and management understand the privacy and confidentiality requirements.
- Participants are informed of Relative Care Home Support Services privacy and confidentiality policy using language, mode of communications and terms they are most likely to understand.
- Relative Care Home Support Services will attempt to locate interpreters and will use easy access materials.

This policy conforms to the Federal Privacy Act (1988) and the Australian Privacy Principles, which govern the collection, use and storage of personal information.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals and to interviews or discussions of a sensitive personal nature.

3. Third Parties

Where reasonable and practicable to do so, we will collect Personal Information only from the participant. However, in some circumstances we may be provided with information by third parties

(such as other disability support services). In such cases we will take reasonable steps to ensure that the participant is made aware of the information provided to us by the third party.

4. Disclosure of Personal Information

Personal Information will only be disclosed:

- to prevent or lessen a serious and imminent threat to the life or health of the participant or another person;
- to outside agencies with the participants or the participants representative's permission;
- with written consent from a person with lawful authority; or
- when required by law, or to fulfil legislative obligations such as mandatory reporting.

5. Security and Destruction of Personal Information

Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it.

We will retain and dispose of Personal Information in accordance with the State Records Authority of New South Wales's *Functional Retention and Disposal Authority: FA306*.

6. Access to Personal Information

Participants may access the Personal Information we hold about them, including to update or correct it, subject to certain exceptions. If participants wish to access their Personal Information, they can speak to a staff member.

In order to protect Personal Information, we may require identification from the participant before releasing the requested information.

Participants have the right to:

- request access to personal information we hold about them;
- access this information; and
- make corrections if they consider the information is not accurate, complete or up to date.

However, access may be denied in part or in total where:

- the request is frivolous or vexatious;
- providing access would have an unreasonable impact on the privacy of other individuals;
- providing access would be likely to prejudice an investigation of possible unlawful activity;
- providing access would pose a serious and imminent threat to the life or health of any individual; and
- denying access is required or authorised by or under law.

We aim to address all requests to access or correct information within 2 working days. We will not charge any fee for an access request but may charge an administrative fee for providing a copy of information.

7. Maintaining the Quality of Personal Information

It is an important to us that Personal Information is up to date. We will take all reasonable steps to make sure that Personal Information is accurate and complete. If the participant finds that the information we have is not up to date or is inaccurate, we ask that they please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to the participant.

8. Privacy Policy Complaints and Enquires

If you have any queries or complaints about our Privacy Statement, please contact us at:

Contact Us

Relative Care Home Support Services Pty Ltd

PO BOX 1019

Orange, NSW, 2800

(02) 6362 6184

Office.manager@smarterlivingchoices.com.au | www.smarterlivingchoices.com.au

9. Review of Policy

This Policy will be reviewed every 3 years.