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POL 0032

Privacy, Dignity and Confidentiality Policy

Responsibilities and Delegations					
The Policy Applies To	Committee of Management				
	Administration Staff				
	Support Workers				
	Program Managers / Program Developers / Assistant Program Managers				
	Senior Management				
	Assistant Executive Director				
	Executive Director				
Specific Responsibilities	Administration Staff				
	Support Workers				
	Program Managers / Program Developers / Assistant Program Managers				
	Senior Management				
	Assistant Executive Director				
	Executive Director				
Policy Approval	Committee of Management (Aurora Support Services)				

Policy Context – this policy	relates to :				
Standards	NDIS Practice Standards Core Module 2, Provider Governance and Operation Management – Human Resource Management (Staff Supervision, Development and Training)				
Legislation	Australian Human Rights Commission Act 1986 The Equal Opportunity Act 2010 Charter of Human Rights and Responsibilities Act 2006 Anti Discrimination Act 1991 National Disability Insurance Scheme Act 2013 NDIS Code of Conduct NDIS Practice Standards National Disability Insurance Scheme Act 2013 Privacy and Data Protection Act 2014 (VIC) Information Privacy Act 1988				
Contractual Obligations	 NDIS Terms of Business DSOA Funding Agreement Department of Environment, Land, Water and Planning 				
Organisational Related Policies / Procedures	 Code of Conduct Policy Compliments and Complaints Management Policy Individual Needs Policy Valued Status Policy Employee Professional Standards Policy Participant Rights Policy Workplace Behaviour – Bullying, Harassment (including sexual) and Occupational Violence Website Privacy Policy 				
Organisational Related Forms / Documents	 Code of Conduct Diagram Compliments and Complaints Register 				

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Purpose

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This policy is to establish standards of privacy, dignity and confidentiality in Aurora Support Services dealings with prospective, current and past users of the organisation's services.

This policy applies to all of the organisation's programs and activities.

Procedures

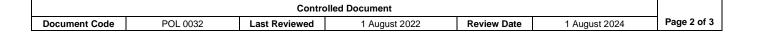
The following procedures are to be implemented to ensure Aurora Support Services meets its policy objective of ensuring all participants of the organisation have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.

Aurora Support Services will:

- Involve the relevant participant in discussions concerning them whenever they are present.
- Only collect information about the participant that can be shown to be directly relevant to effective service delivery and the organisation's duty of care responsibilities.
- Seek the written consent of the participant or family prior to obtaining information from any other source (refer Appendix 1).
- Seek the written consent of the participant or family prior to releasing information to any other source.
- Ensure that personal information is stored securely and is not left on view to unauthorised Aurora Support Services staff or the general public.
- Ensure that only those Aurora Support Services staff who need access to the above information will be granted access.
- Advise the participant and family of the nature of the personal information that is held by Aurora Support Services about the participant.
- Advise the participant and family of their right to view the information that Aurora Support Services keeps in respect of the participant.
- Ensure that personal information about a participant is only held by Aurora Support Services as long as it is remains relevant to the delivery of effective services and Aurora Support Services duty of care obligations (refer Archiving Procedure).
- Inform the participant if their privacy has or may have been breached and explain what is being done to deal with the breach.
- Promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.

Continuous Improvement

The Executive Director / Assistant Executive Director is responsible for reviewing and updating this policy on a two yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.







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Appendix 1



Aurora Support Services

CONSENT TO OBTAIN / PROVIDE INFORMATION

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