

**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	<ul style="list-style-type: none"> • NDIS Terms of Business • DSOA Funding Agreement • Department of Environment, Land, Water and Planning
Organisational Related Policies / Procedures	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Code of Conduct Diagram • Compliments and Complaints Register



POL 0032

Privacy, Dignity and Confidentiality Policy

Purpose

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 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

I, I _____ authorise Aurora Support Services
(Name of Applicant)

to obtain / provide the following information about me (state name) I _____

- 1 I _____
- 2 I _____
- 3 I _____
- 4 I _____
- 5 I _____
- 6 I _____

I understand this information will used for the purpose of : I _____

- 1 I _____
- 2 I _____
- 3 I _____
- 4 I _____
- 5 I _____
- 6 I _____

This information will not be used for any other purpose of which I may be identified without my express consent.

Signature of Applicant I _____

Relationship to Participant I _____

Date I _____

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