

Policy on Privacy, Dignity and Confidentiality

Date adopted.....04/06/2018.....

Latest date for review.....04/06/2019.....

1. BACKGROUND

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

2. PURPOSE

The purpose of OptimumChoice is to provide quality services to improve the lives of people with disabilities where their individuality is recognised and their safety is paramount.

OptimumChoice is a Disability and Communities Service Organisation governed by the Corporations Act 2001 and the Organisation's Policies. This policy has been framed to protect individual's rights, privacy, dignity and confidentiality as they are specified by:

The Privacy Act (1988).

Freedom of Information Act (1982).

Disability Services Act (1993).

Standard 3 of the Disability Services Standards (1993).

National Disability Insurance Scheme (2013).

3. POLICY STATEMENT

OptimumChoice is committed to ensuring all individuals receive the same high level of privacy, dignity and confidentiality expected by the wider community.

This policy applies to all OptimumChoice programs and activities.

4. PROCEDURES

OptimumChoice will:

- 4.1 Only collect information when shown to be directly relevant to the effectiveness of service delivery and duty of care responsibilities.
- 4.2 Seek written consent from individual's, their families, carers or guardians prior to obtaining or releasing any information.
- 4.3 Store personal information and data safely in a securely protected filing system.
- 4.4 Only permit appropriate and authorised personnel to have access to individual's personal information.
- 4.5 Advise individuals, their families or guardians of their personal information being held by the organisation.
- 4.6 Advise individuals and their families of their right to view their information being held by the organisation.
- 4.7 Hold personal information about an individual only as long as it remains relevant to the delivery of effective services and to meet duty of care obligations.
- 4.8 Promptly investigate, rectify and document any client grievance regarding privacy, dignity or confidentiality.

5. PERFORMANCE STANDARDS

The following performance standards must be met to ensure that the procedures specified in Section 4 are implemented effectively.

- 5.1 All individuals and their families and guardians will be provided with a copy of the OptimumChoice Policy on Privacy, Dignity and Confidentiality.

- 5.2 All employees will be provided with a copy of the OptimumChoice Policy on Privacy, Dignity, and Confidentiality and a copy is kept at each service outlet.
- 5.3 Individuals, their families and guardians will be informed why their information is being sought by the organisation.
- 5.4 Authority to release information forms will be completed by individuals, families or guardians prior to information being collected from other sources.
- 5.5 A single information system will be maintained to hold all personal information pertaining to an individual.
- 5.6 Personal information and data will be safely stored and secured in a non-public place within the office. Files will be returned to their proper location as soon as they are no longer required.
- 5.7 Individual names or other identifying information will not be displayed in any manner open to view by other individuals or the general public.
- 5.8 Photographic, video or other identifying images will not be displayed or aired publicly without written prior permission of the individual, their family or guardian
- 5.9 Individual files will be periodically reviewed to ensure personal information no longer relevant is removed and securely destroyed.
- 5.10 Any grievances will be addressed in accordance with the privacy, dignity and confidentiality principles outlined in this policy and the Grievance Policy.
- 5.11 All staff, volunteers, direct or indirect support staff must sign a Confidentiality Form at the commencement of employment. The importance and meaning of the Privacy and Confidentiality policy will be explained during the induction process.

6. REVIEW OF THE POLICY

This policy will be reviewed on a bi-annual 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 shall be reviewed immediately and amended accordingly.