



POLICY

4.0 - PRIVACY, DIGNITY & CONFIDENTIALITY

Purpose

The purpose of this policy is to establish standards of privacy, dignity and confidentiality in Better Together's dealings with prospective, current and past service users, employees, board members and volunteers, herein after referred to as stakeholders.

The policy has been framed around individuals' rights as they are specified in the *Commonwealth Privacy Act (1988)*, *Disability Services Act (2006)* and *Standard 1 of the National Disability Insurance Scheme Quality Practise Standards*.

Applicability

This policy applies to prospective, current and past service users, employees, board members and volunteers, herein after referred to as **stakeholders**.

Policy Statement

Our Commitment is to ensure the privacy, dignity and confidentiality of our *stakeholders* in accordance with the legislative requirements under the *National Privacy Principles*.

All board members, employees and volunteers will receive information about the *National Privacy Principles* on induction and will sign a *Confidentiality Agreement* and *Code of Conduct*.

Better Together is committed to all Service Users being advised of confidentiality policies using the language, mode of communication and terms that the participant is most likely to understand. We support Service Users to understand and agree to what personal information is collected, including any audio/visual formats.

Principals

- Personal information is collected with consent and is used where the information is needed to provide services and meet compliance requirements.
- Information is protected from misuse, loss and unauthorised access.
- Information not needed by Better Together is destroyed as soon as practicable in a way that complies with all legal and compliance requirements
- Reasonable steps are taken to ensure information is complete, current and accurate.



- Personal information is only ever released if required by law, agreed to through the informed consent of the individual or if a person requests to see their own personal file.
- Personal information will not be disclosed to other parties or used for direct marketing without permission

All Better Together staff are fully trained to encompass the relevant policies including an orientation and induction process and the completion of the mandatory NDIS worker orientation program.

Relevant legislation and policy

- *Disability Discrimination Act 1992*
- *Universal Declaration of Human Rights*
- *Disability Services Act 2006*
- *Privacy Act 1988*
- *United Nations Convention on The Rights of Persons with Disabilities*
- *National Standards for Disability Services*
- *National Disability Insurance Scheme 2013: Principles*
- *National Disability Insurance Scheme Quality and Safeguarding Framework*
- *Policy Individual Needs, Values and Planning*
- *Policy Human Rights*